MOUNT10

Desktop & Laptop Edition

V7.0.0 User Manual

for Microsoft Windows

Your guide to protecting data with MOUNT10 Desktop & Laptop Edition.

SWISS DATA BACKUP

Copyright notice and proprietary information

All rights reserved.
© Attix5, 2012

Trademarks

® - Microsoft, Windows, Microsoft Windows, Microsoft Volume Shadow Copy Service, VSS and MS Windows are registered trademarks of Microsoft Corporation.

Instruction symbols

The following icons are used in this User Manual:

The information icon precedes important information.

The example icon indicates a practical illustration of a process or procedure.

The hint icon indicates a suggestion or hint to guide or assist you with performing a task.

The warning icon provides a warning against potential mistakes and actions that could cause critical error.

Contents

Introduction 6
Product overview 6
1. Getting started 7
2. Installation 8
MOUNT10 DL Setup Wizard 9
Step 1 of 4: Start the MOUNT10 DL Setup Wizard 9
Step 2 of 4: Specify an install location 9
Step 3 of 4: Begin the installation 10
Step 4 of 4: Exit the Setup Wizard 10
3. Setup Wizard 11
Step 1 of 6: Specify Storage Platform settings 12
Step 2 of 6: Create or connect to a Backup Account 13
Step 3 of 6: Specify Backup Account details 14
Step 4 of 6: Confirm Backup Account summary 15
Step 5 of 6: Schedule backup process 16
Step 6 of 6: Confirm backup configuration 17
Congratulations 17
4. Updating Desktop & Laptop Backup Clients 18
Auto Updates 18
Manual updates 18
5. Graphical User Interface (GUI) 21
Opening the Backup Client interface 22
The Client interface explained 24
Application window 24
System tray icon 33
Notifications 35
6. Backups 36
How to back up 36
Selecting data to back up 36
Determining the backup selection size 43
Exporting a selection report 44
Starting a backup manually 45
Scheduling automatic backups 47
Cancelling a backup 49
Resuming a backup 50
7. Restores 51
How to restore 51
Selecting data to restore 51
Restoring data 53
Finding files in backups 55
Restoring a backup selection 58

Restoring archived data 59
8. Logs 60
Accessing log files 60
Changing log file settings 61
9. Options and settings 62
Backup Account 63
Backup Schedule 65
Connection 67
Connection Throttle 69
Advanced Communications 71
Backup Priority 74
Disk Usage 75
Advanced Performance 77
Logging 79
Advanced tools 81
Remote Management 81
Health Check 82
Backup Snapshots 85
Restore Snapshots (Disaster recovery) 86
Command-line backups and restores 87
Profiling 87
10. Reference 88
Keyboard shortcuts and hotkeys 88

Introduction

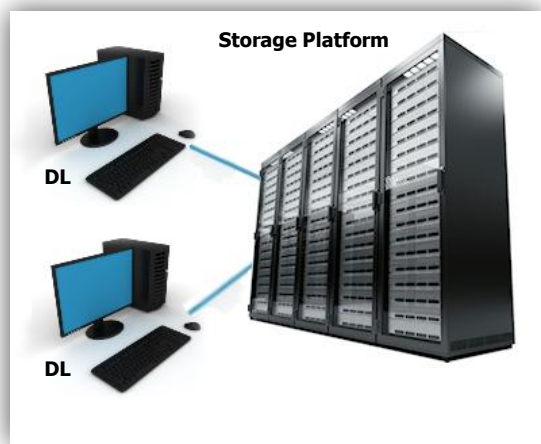
Congratulations on choosing MOUNT10 Desktop & Laptop Edition. MOUNT10 minimises risk, maximises productivity and allows businesses to regain control of their most valuable asset - their data.

For technical support, please go to **Help > About MOUNT10**, and then use the contact details provided.

Product overview

With MOUNT10 Desktop & Laptop Edition (DL), data stored on desktop and laptop computers can be backed up to a Storage Platform quickly, securely and automatically.

The following diagram illustrates the scenario:

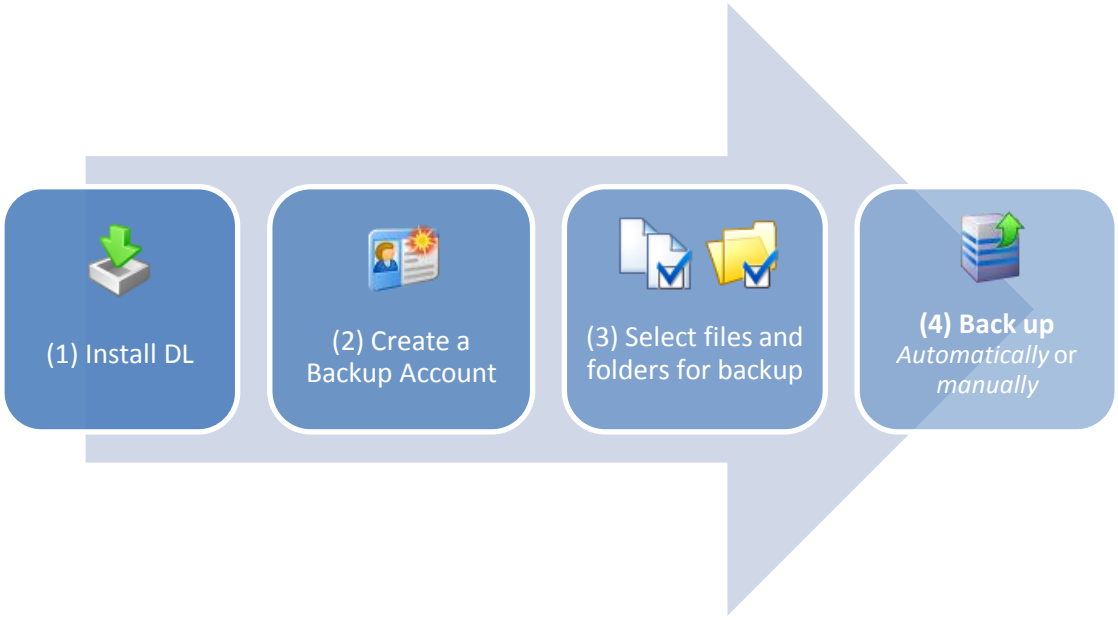


Files and folders stored on desktop or laptop computers running MOUNT10 DL can be backed up to a Storage Platform. In the event of data loss or corruption, you can retrieve data from the Storage Platform and restore it to the original or another computer in just a few easy steps.

A Backup Administrator can manage the entire backup environment (DL Clients and the Storage Platform) remotely, using the MOUNT10 Storage Platform Console. For more information, please refer to the **MOUNT10 Storage Platform Console User Manual**.

1. Getting started

Enabling manual or automatic backups is easy with MOUNT10 Desktop & Laptop Edition:



2. Installation

For the latest system requirements and compatibility information, please refer to the **System Requirements and Compatibility Matrix**.

The DL MSI file contains pre-configured information to make installing DL quick and easy. For more information on creating MSI files and launching them from the **Run** Command, please refer to the **MOUNT10 Storage Platform Console User Manual**.

Note: *The options available during the installation process depend on the settings enabled by the administrator when the MSI file was created. These options range from advanced install settings to specifying the install location. The default install path is:* `C:\Program Files\MOUNT10`.

Pre-installation warnings:

- *If running antivirus software, please ensure that all MOUNT10 folders are excluded from being scanned to avoid data corruption.*
- *Both antivirus software scans and backup processes are resource-intensive. It is advised not to run a backup and virus scan at the same time as this will significantly decrease machine performance.*
- *Windows will check whether you are running the MSI file suited to the installed operating system. You will not be allowed to install a 64-bit DL Backup Client on a 32-bit OS and neither will you be allowed to install a DL Backup Client on a Windows Server OS. You can, however, install a 32-bit DL Backup Client on a 64-bit OS.*

To install MOUNT10 DL:

1. Run the MSI file.
2. In the MOUNT10 DL Setup Wizard that appears, follow the steps as described in the following section.

MOUNT10 DL Setup Wizard

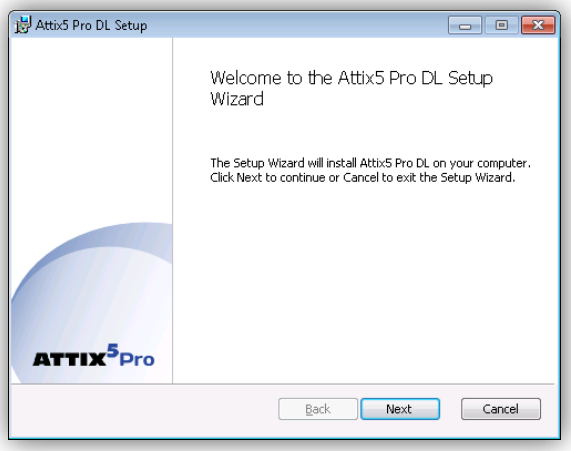
The MOUNT10 DL Setup Wizard typically consists of four steps to guide you through the Setup task in a simple, step-by-step manner. These steps also make it possible to undo previous operations by navigating backward.

Note: Some of the settings encountered in the wizard may have been removed when the MSI was created. Furthermore, the wizard may contain additional steps. Please read each window carefully before continuing.

Step 1 of 4: Start the MOUNT10 DL Setup Wizard

To start the MOUNT10 DL Setup Wizard:

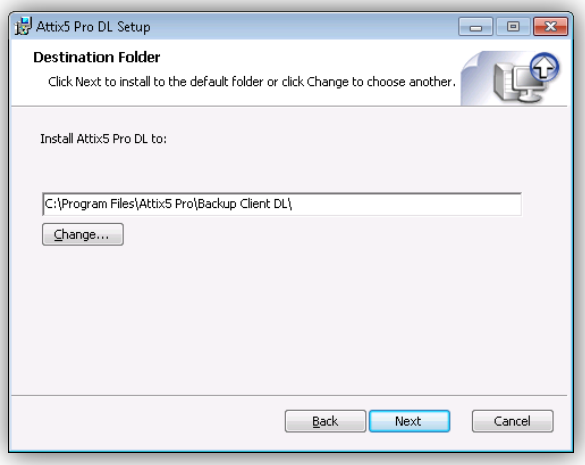
Click **Next**.


Attix5 Pro DL Setup
Welcome to the Attix5 Pro DL Setup Wizard
The Setup Wizard will install Attix5 Pro DL on your computer. Click Next to continue or Cancel to exit the Setup Wizard.
ATTIX5 Pro
Back
Next
Cancel

Step 2 of 4: Specify an install location

To specify a destination for the DL application files and folders:

- Click **Next** to accept the default destination folder and continue to the next wizard step.
- Alternatively, specify a new destination folder:
  1. Click the **Change** button.
  2. Browse to the folder in which to store the application files.
  3. Click **OK**.
  4. Click **Next** to continue to the next wizard step.

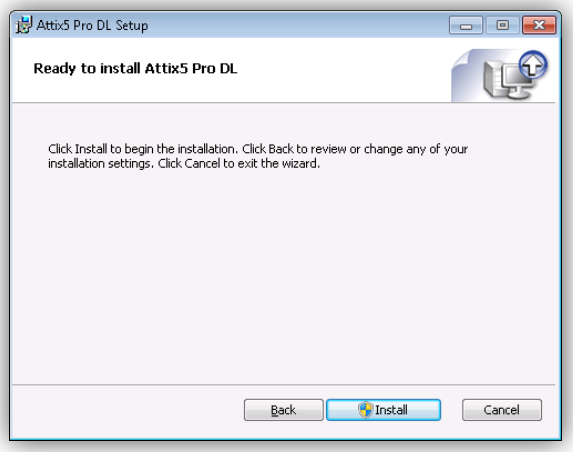


Step 3 of 4: Begin the installation

Once all the settings are configured, the wizard is ready to begin the installation.

To begin the DL installation:

Click **Install**.

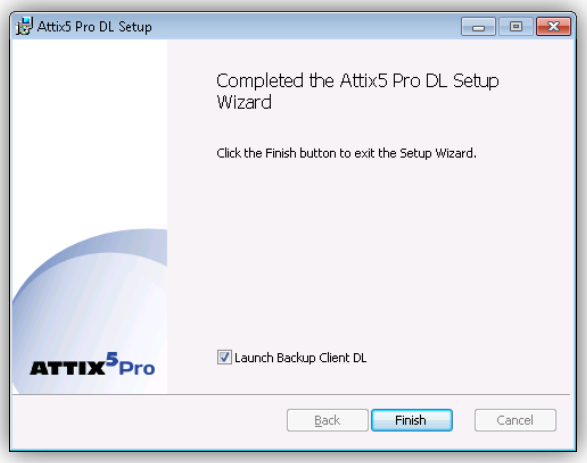

Attix5 Pro DL Setup
Ready to install Attix5 Pro DL
Click Install to begin the installation. Click Back to review or change any of your installation settings. Click Cancel to exit the wizard.
Back
Install
Cancel

Step 4 of 4: Exit the Setup Wizard

The last step of the wizard presents the option to launch the Backup Client.

To launch the Backup Client immediately after the Setup Wizard:

1. Ensure that the **Launch MOUNT10 DL** check box is selected.
2. Click **Finish**.



After clicking **Finish**, MOUNT10 DL will be installed on the machine. If the **Launch MOUNT10 DL** check box was selected as described above, the Backup Client will open automatically and the **Setup Wizard** (which is the Backup Account Wizard and Backup Wizard combined) will launch, enabling you to create a Backup Account and configure your backup settings. Follow the wizard steps as described in Chapter 3, “Setup Wizard”.

3. Setup Wizard

The Setup Wizard consists of the Account Wizard and Backup Wizard combined into one. It is used to set up a Backup Account (which is required for backing up) and configure your backup settings. The Setup Wizard runs automatically the first time the Backup Client is opened. You can run the standalone Account Wizard or Backup Wizard at any other time by clicking:

- **Tools > Wizards > Account Wizard**
- **Tools > Wizards > Backup Wizard**

*Note: If you run the Account Wizard, a warning box will appear. Click the **Run Account Wizard** button and follow the instructions.*

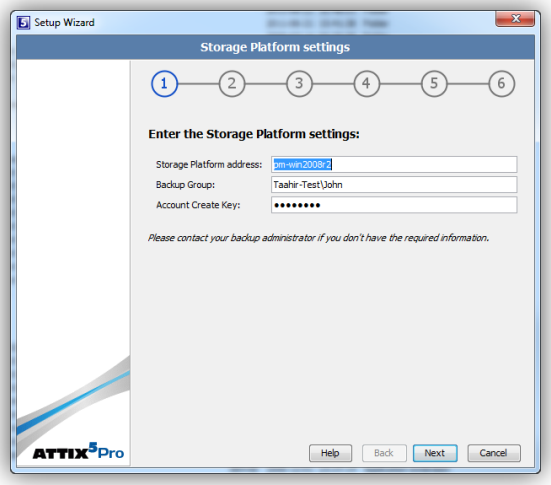
If you selected the **Launch MOUNT10 DL** check box in the last step of the MOUNT10 DL Setup Wizard (see *The MOUNT10 DL Setup Wizard* in Chapter 2, "Installation"), the Backup Client will run and display the Setup Wizard automatically.

If the **Launch MOUNT10 DL** check box was not selected in the last step of the MOUNT10 DL Setup Wizard, the Setup Wizard will launch when the Backup Client is opened for the first time (for more information, see *Opening the Backup Client* in Chapter 5, "Graphical User Interface").

Note: Some of the settings encountered in the wizard may have been removed when the MSI was created. Furthermore, the wizard may contain additional steps. Please read each window carefully before continuing.

Step 1 of 6: Specify Storage Platform settings

To specify the Storage Platform settings:



1. In the **Storage Platform address** box, type the IP address or DNS name of the Storage Platform where the Backup Account resides.
2. In the **Backup Group** box, specify which Backup Group the Backup Account belongs to.

> **Note:** *Type the Group name in relation to any Collections it may belong to.*

> **Example:**
> `COLLECTIONA\COLLECTIONB\GROUP`

3. In the **Account Create Key** field, specify the preconfigured Backup Account create key for the applicable Group. If you do not have access to this key, please contact your Storage Platform administrator.

   > **Note:** *This key is case sensitive.*

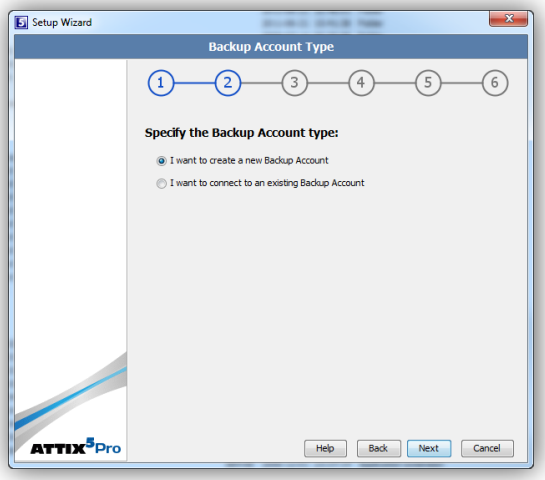
4. Once all the correct settings have been entered, click **Next**.

Step 2 of 6: Create or connect to a Backup Account

You can either create a Backup Account or connect to an existing Backup Account.

To create a new Backup Account:

1. Select **I want to create a new Backup Account.**
2. Click **Next**.



To connect to an existing Backup Account:

> ***Note:*** *You can select **I want to connect to an existing Backup Account** to:*
> - *Connect to an Account that has been opened for use by this computer.*
> - *Reconnect to an Account to recover data from the computer that had previously backed up to this Account.*

1. Select **I want to connect to an existing Backup Account**.

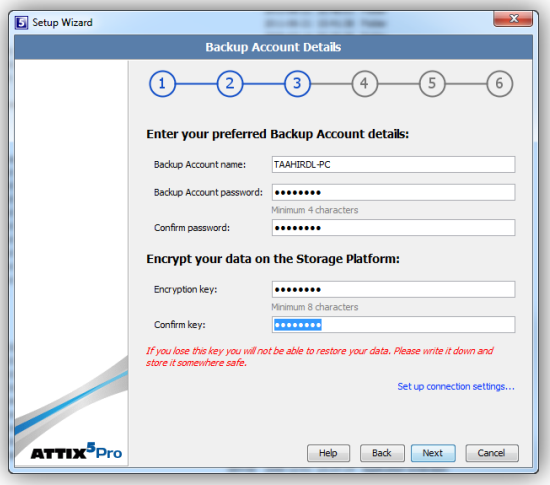
   > ***Warning:*** *Different users cannot back up to the same Backup Account. A separate Backup Account needs to be created for each server.*

2. Click **Next** to continue.

Step 3 of 6: Specify Backup Account details

Depending on the option you selected in the previous step, you will either be prompted to specify new Backup Account details or to supply the already configured details of the existing Backup Account.

To specify new Account details:

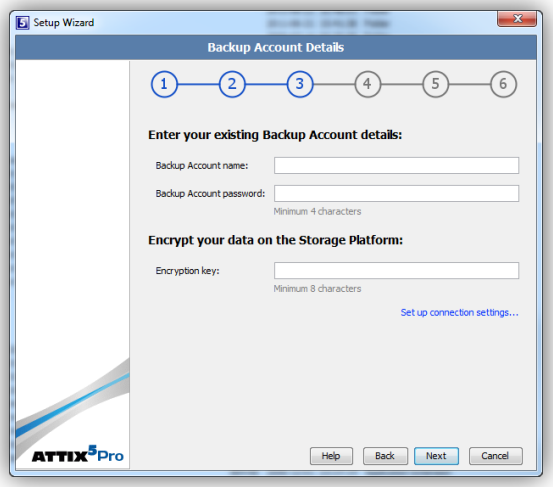


1. In the **Backup Account name** box, type a Backup Account name that consists of a minimum of 4 characters.
2. In the **Backup Account password** box, type a password that consists of a minimum of 4 characters. Confirm it in the **Confirm password** box.
3. In the **Encryption key** box, type an encryption key that consists of a minimum of 8 characters. Confirm it in the **Confirm key** box.

> ***Warning:*** *Please write down your encryption key and store it in a safe place as* ***YOU WILL NOT BE ABLE TO RESTORE YOUR DATA WITHOUT IT****.*

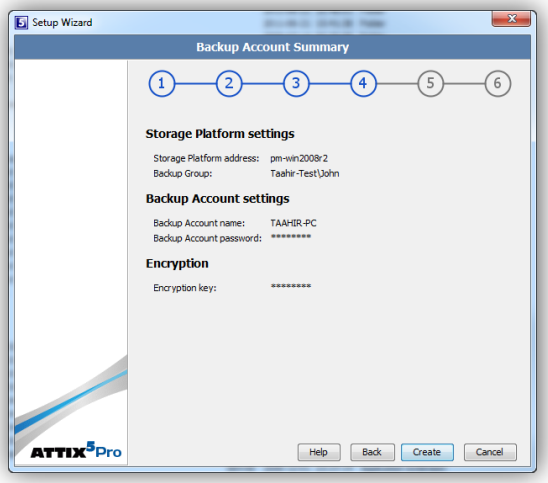
4. Click **Set up connection settings...** if you'd like to configure your connection to the Storage Platform.
5. Click **Next**.

When connecting to an existing Account:



1. In the **Backup Account name** box, type the Backup Account name.
2. In the **Backup Account password** box, type the Account password.
3. In the **Encryption key** box, type the encryption key chosen when the Backup Account was created.
4. Click **Set up connection settings...** if you'd like to configure your connection to the Storage Platform.
5. Click **Next**.

Step 4 of 6: Confirm Backup Account summary



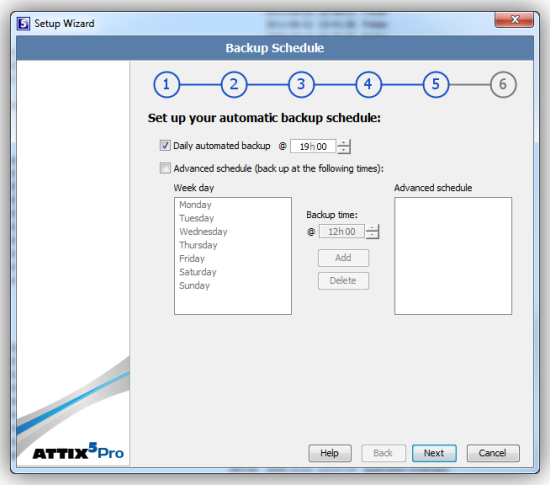
Confirm that the information you have supplied is correct, and then click **Create** or **Reconnect**, depending on whether you are creating a new Backup Account or connecting to an existing Backup Account.

The Backup Client will connect to the Storage Platform and configure your Backup Account. A message will be displayed confirming that your Backup Account has been successfully configured.

This is the last step of the Account Wizard. After your Backup Account is successfully configured, the Setup Wizard will immediately start the Backup Wizard to help you configure your backup settings.

Step 5 of 6: Schedule backup process

MOUNT10 can run backups on included files and folders either upon request (manually) or automatically. This step enables you to set up a backup schedule.



> *Tip: It is advised to back up at night when the machine is running and the Backup Client is not in use. The machine must be switched on at the time(s) specified for scheduled backups, but the Windows user does not need to be logged in.*

To configure the Backup Client to run only manual backups:

1. Clear the **Daily automated backup** and **Advanced schedule...** check boxes.
2. Click **Next** to move to the next step in the wizard.

> ***Warning:** This option is not recommended. If an automated backup schedule is not created, backups will have to be run manually. Enabling automatic backups is strongly advised.*

To schedule a daily automated backup:

1. Select the **Daily automated backup** check box.
2. Specify a time in the associated box.
3. Click **Next** to move to the next step in the wizard or create an advanced backup schedule as described below.

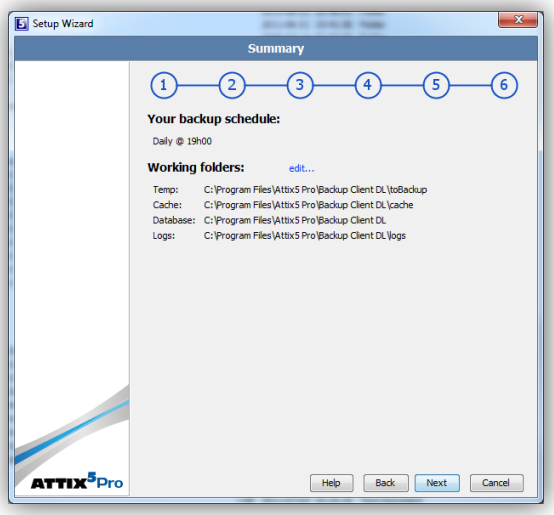
> ***Note:** If a backup is scheduled to occur between 19h00 and 07h00, the Backup Client will choose a random time in that period to transmit the data. This ensures that the network is not overburdened by multiple Backup Clients all attempting to back up at the same time.*

To create an advanced backup schedule:

1. Select the **Advanced schedule (back up at the following times)** check box.
2. In the **Week day** box, select a day on which a backup should be initiated.
3. Specify the time in the **Backup time** box.
4. Click the **Add** button to add the day and time to the **Advanced schedule** box.
5. Repeat the steps above until you have added all desired schedules.
6. Click **Next** to move to the next step in the wizard.

Step 6 of 6: Confirm backup configuration

The wizard displays a summary of the choices you have made. It also shows the working folders which you can edit by clicking the **edit...** link.



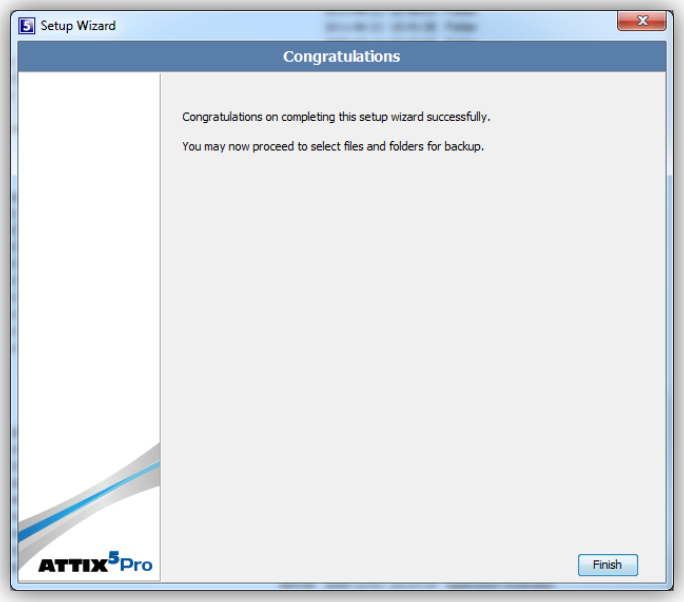
Notes:

- *If the drive on which the Backup Client is installed has limited space available, you can move the folders and selection database to another location.*
- *The **Temp** and **Cache** folders must reside on the same drive/volume.*

Click **Finish** to complete the wizard.

Congratulations

You have now successfully completed the Setup Wizard. Click **Next** and select data to back up.


Setup Wizard
Congratulations
Congratulations on completing this setup wizard successfully.
You may now proceed to select files and folders for backup.
ATTIX5 Pro
Finish

4. Updating Desktop & Laptop Backup Clients

Backup Clients are usually set up to be updated automatically but the process can be carried out manually. You'll find a description of Auto Updates and a set of instructions on how to perform manual updates in the following sections.

Auto Updates

MOUNT10 allows you to automate the update process so that the Backup Client is updated with the latest software version and service pack during the backup process.

MOUNT10 creates *update packs* that are distributed to the AccountServer. The AccountServer then distributes these packs to the different Backup Clients as they are requested during the backup process.

Notes:

- *Backup Clients are always updated to the latest version and service pack available on the Storage Platform.*
- *If the version is too old to be auto-updated, the update must be done manually.*

Manual updates

While most MOUNT10 DL Backup Clients will be set up to receive updates automatically, in some instances, you may wish to perform the update manually. You'll find instructions on how to do this below.

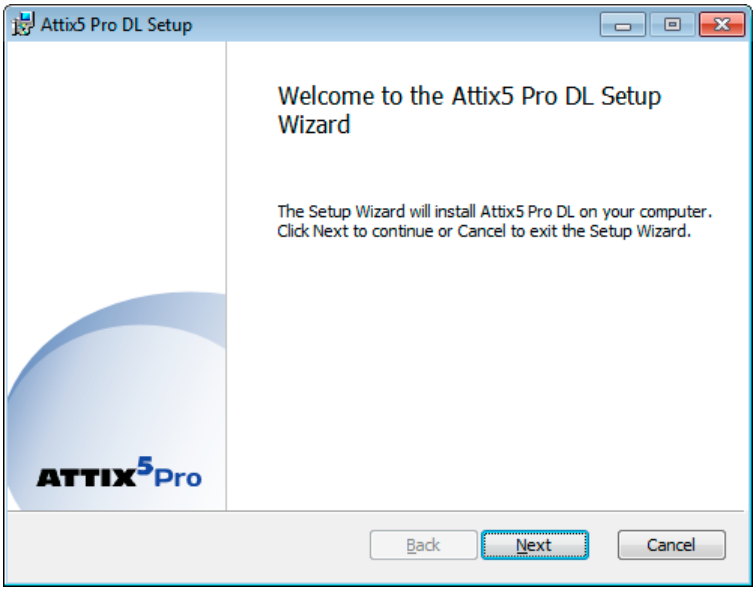
Note: *Desktop & Laptop Edition (DL) v3.x/4.x Backup Clients cannot automatically be updated to version 5 due to the infrastructure change from an application to a service. It will continue to function as normal.*

To manually update DL Backup Clients:

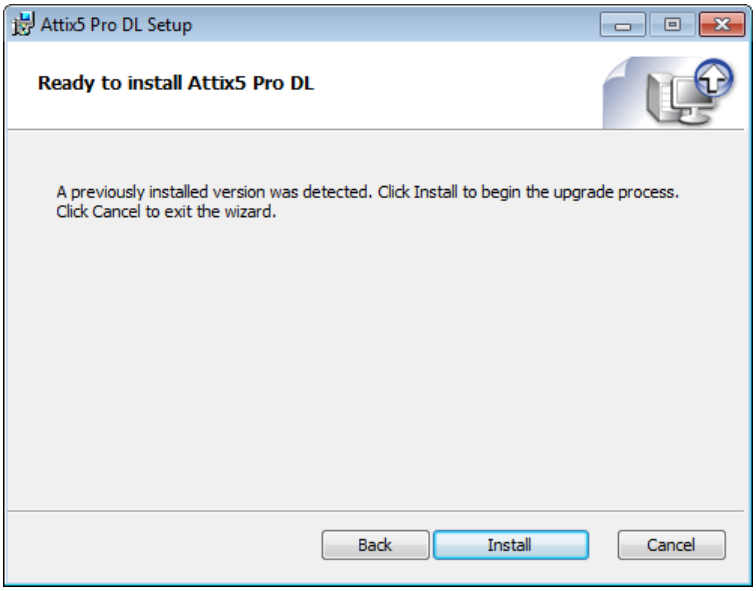
1. Close the Backup Client application interface and the DL system tray icon.
2. Run the Backup Client Installer.

   Note: *The installer retrieves the install location from the backup service and cannot be changed as you are upgrading an existing DL Client.*

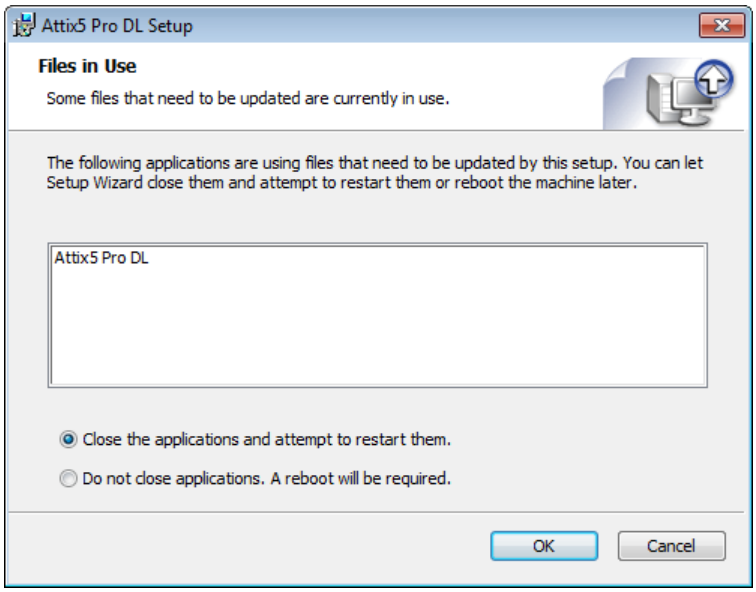
3. On the **Welcome** screen, click **Next**:


Attix5 Pro DL Setup
Welcome to the Attix5 Pro DL Setup Wizard
The Setup Wizard will install Attix5 Pro DL on your computer. Click Next to continue or Cancel to exit the Setup Wizard.
ATTIX5 Pro
Back
Next
Cancel

4. On the **Ready to install MOUNT10** screen that appears, click **Install**:

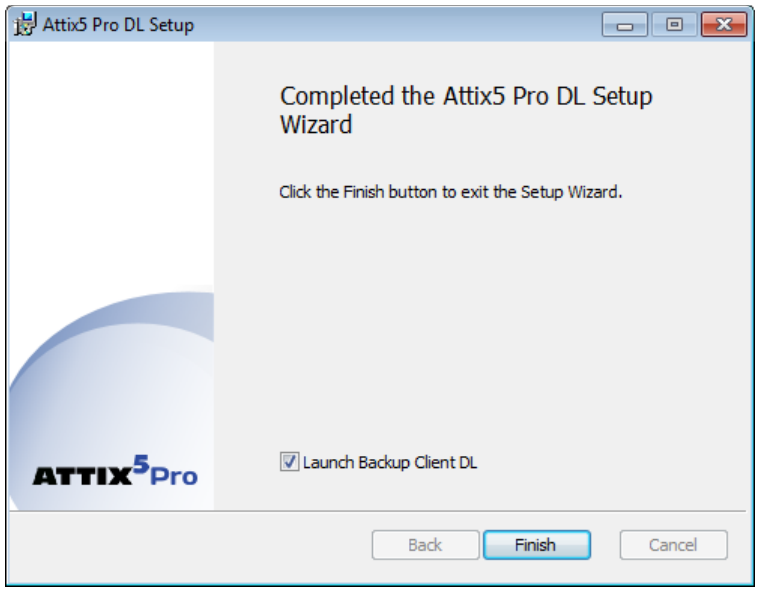

Attix5 Pro DL Setup
Ready to install Attix5 Pro DL
A previously installed version was detected. Click Install to begin the upgrade process. Click Cancel to exit the wizard.
Back
Install
Cancel

5. If the MOUNT10 DL service is running, a **Files in Use** wizard screen will appear. Click **OK** to have the installer stop the service, update the software and then restart the service.


Attix5 Pro DL Setup
Files in Use
Some files that need to be updated are currently in use.
The following applications are using files that need to be updated by this setup. You can let Setup Wizard close them and attempt to restrart them or reboot the machine later.
Attix5 Pro DL
Close the applications and attempt to restart them.
Do not close applications. A reboot will be required.
OK
Cancel

If the DL service is not running when the update is being performed, the installer will update the software and start the service thereafter.

6. On the **Completion** screen that displays, **Launch Backup Client DL** is selected by default. Clear the check box if you do not wish to do so:



7. Click **Finish**.
8. After the Backup Client updates, confirm that you can open the Backup Client and initiate a backup to the Storage Platform.

5. Graphical User Interface (GUI)

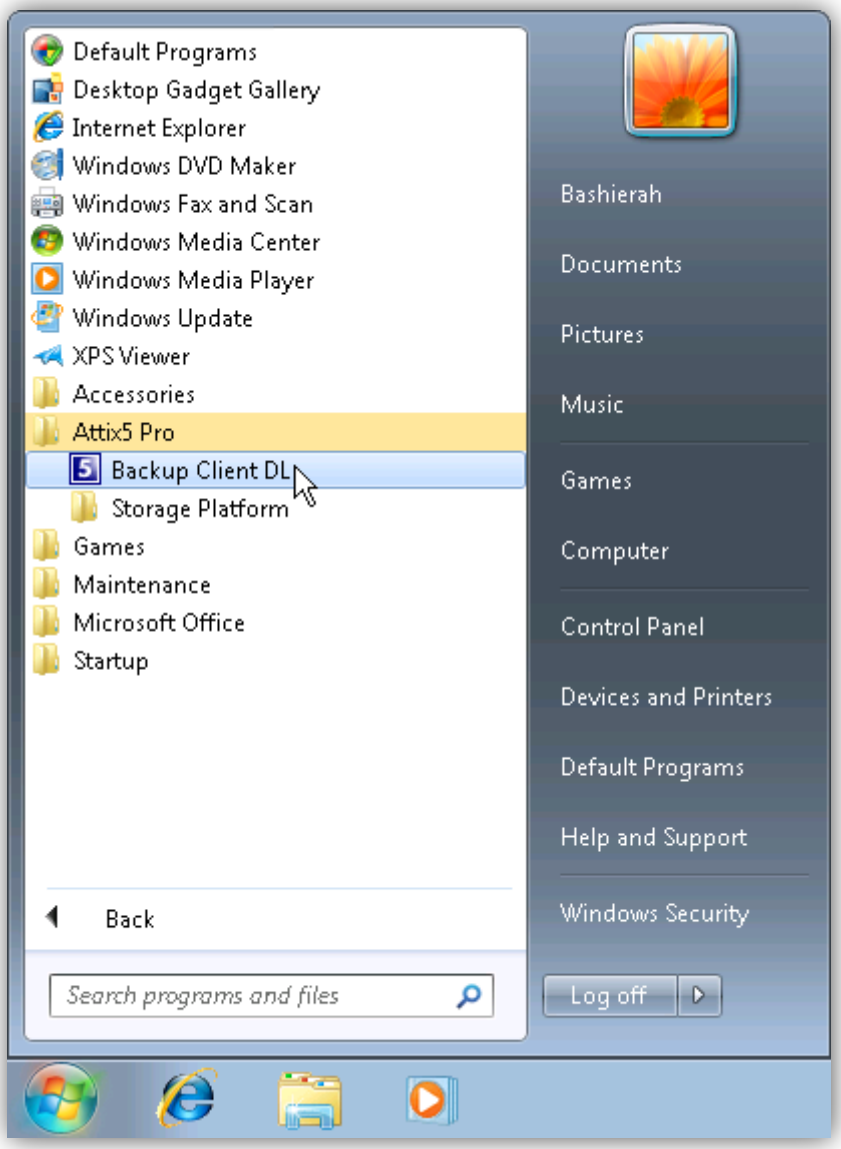
You can use the Graphical User Interface (GUI) to:

- Select files for backup
- Launch backups
- Schedule automatic backups
- Find files in previous backups
- Restore files and folders from previous backups

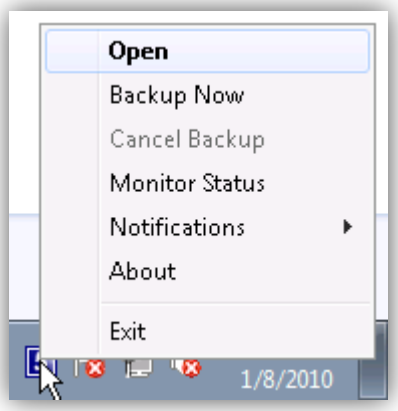
Opening the Backup Client interface

To open the DL Client interface:

On the **Start** menu, point to **All Programs**, point to **MOUNT10**, and then click **Backup Client DL**.



Alternatively, double-click the MOUNT10 icon in the system tray or right-click the icon and then click **Open**:



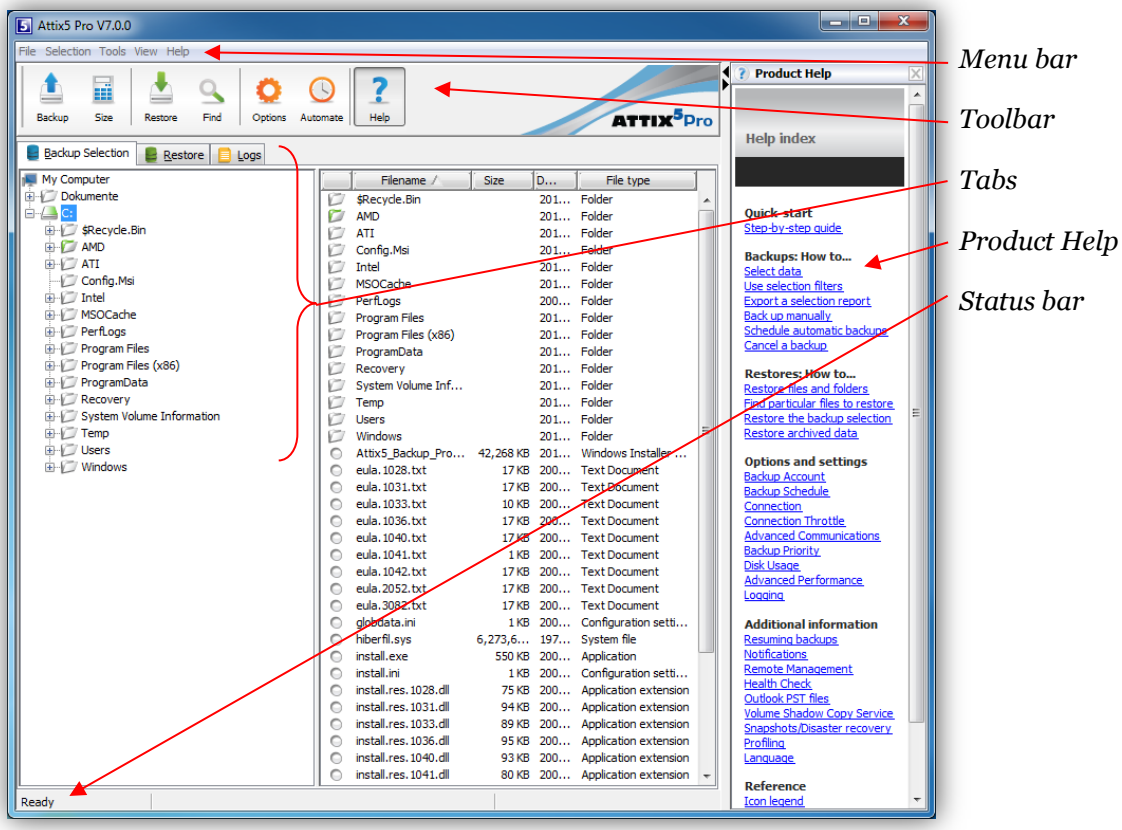
Note: The first time you open the Backup Client, the Setup Wizard launches automatically. For more information on creating a Backup Account, see Chapter 3, "Setup Wizard".

The Client interface explained

You can manage and monitor backups using the Backup Client application window, the system tray icon or the notification bubbles that appear when certain processes occur. Below are descriptions of each of these items and the options they provide.

Application window

The Backup Client application window contains the following areas:

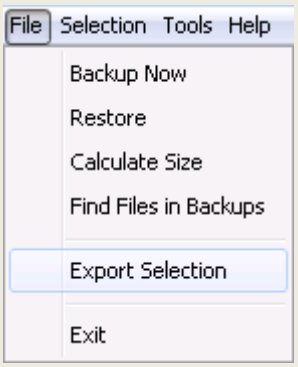


Menu bar and toolbar buttons

All Backup Client functions can be performed from the menu bar. Shortcuts to the most commonly used menu bar functions are also available on the toolbar and right-click menus.

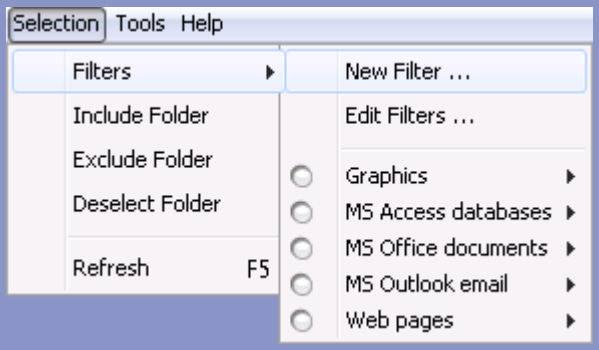
Menu bar

Each menu on the menu bar contains one or more options. The tables below describe the options available.

File menu		
Option	**Click the option to...**	**Button**
Backup	Initiate a Backup immediately.	
Restore	Switch to the Restore view in the Client. *Tip: For faster access to the Restore view, click the **Restore** tab instead of using the **File** menu.*	
Calculate Size	Determine the total size of the data included in the backup selection. For more information, see *Determining the backup selection size* in Chapter 6, "Backups".	
Find Files in Backups	Access the **Find Files in Backups** dialog box. This box enables you to search for particular files in your backups. For more information, see *Finding files in backups* in Chapter 7, "Restores".	
Export Selection	Export a list of all backup inclusions and exclusions to an html file for future reference. For more information, see *Exporting a selection report* in Chapter 6, "Backups".	

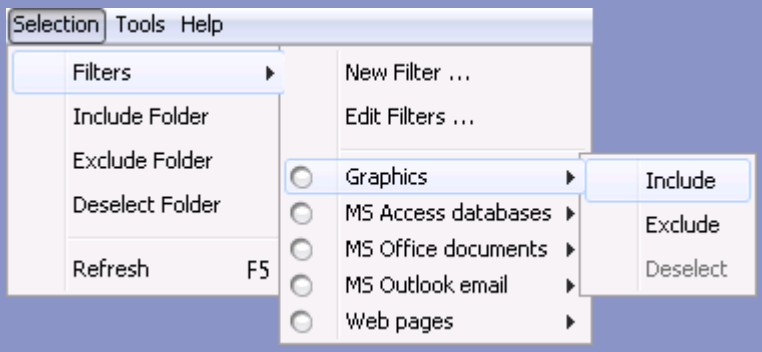
File menu continued...		
Option	**Click the option to...**	**Button**
Exit	Close the DL Client application window. *Tip: You can re-open the Client window at any time via the Windows **Start** menu or by double-clicking the icon in the system tray.*	

Selection menu

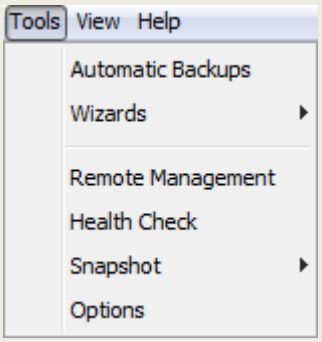
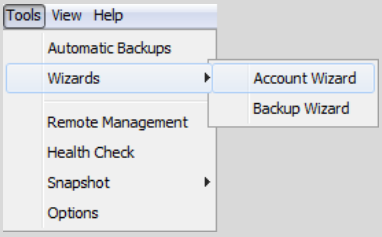
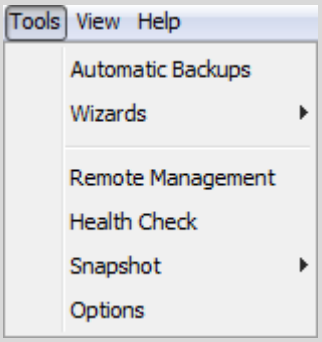


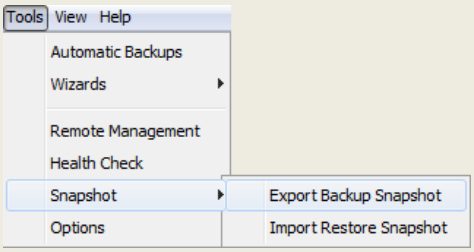
Option	**Click the option to...**
Filters > New Filter	Create a new filter to automate inclusions or exclusions based on file type. For more information, see Using Filters in Chapter 6, “Backups”.
Filters > Edit Filters	Edit existing filters. For more information, see Using Filters in Chapter 6, “Backups”.

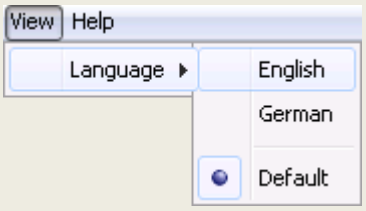
Selection menu continued...

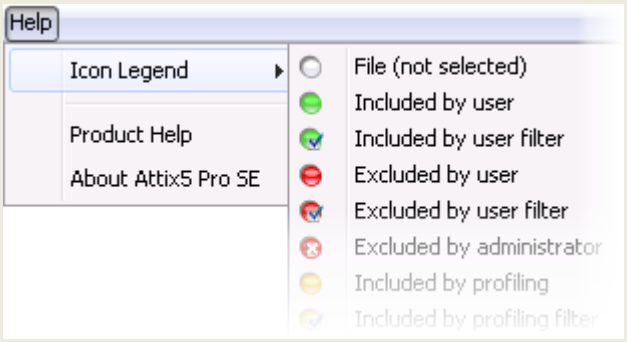
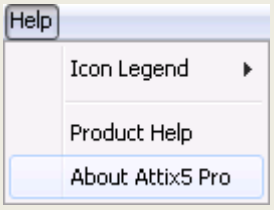


Option	Click the option to...
Filters > [filter] > Include	Include all files in the selected folder that match the filter's criteria. For more information, see Using Filters in Chapter 6, "Backups".
Filters > [filter] > Exclude	Exclude all files in the selected folder that match the filter's criteria. For more information, see Using Filters in Chapter 6, "Backups".
Filters > [filter] > Deselect	Clear the selected folder of any filters currently applied to it. For more information, see Using Filters in Chapter 6, "Backups".
Include Folder	Include the selected folder for backup.
Exclude Folder	Exclude the selected folder from the backup selection.
Deselect Folder	Clear the selected folder of any inclusions or exclusions.
Refresh	Refresh the selection being displayed.

Tools menu		
Option	**Click the option to...**	**Menu**
Automatic Backups	Access the Backup Schedule settings in the **Options and Settings** dialog box. Configure the settings in the Automatic Backups area to set up one or more automatic backups. For more information, see *Scheduling automatic backups* in Chapter 6, "Backups".	
Wizards > Account Wizard	Launch the Account Wizard, which is a standalone wizard that enables you to change your Backup Account settings. For more information, see Chapter 3, "Setup Wizard".	
Wizards > Backup Wizard	Launch the Backup Wizard, which is a standalone wizard that enables you to configure your backup settings. For more information, see Chapter 3, "Setup Wizard".	
Remote Management	Access the **Remote Management Settings** dialog box. Using the settings available, you can enable Remote Management of the Client via the SP Console. For more information, see *Remote Management* in Chapter 9, "Options and settings".	
Health Check	Access the **Health Check** dialog box. Performing a Health Check enables you to highlight possible issues. For more information, see *Health Check* in Chapter 9, "Options and settings".	

Tools menu continued...		
Option	**Click the option to...**	**Menu/Button**
Snapshot > Export Backup Snapshot	Access the **Export Backup Snapshot** dialog box, which enables you to configure the next backup to be a Snapshot backup to a specific location. For more information, see *Backup Snapshots* in Chapter 9, "Options and settings".	
Snapshot > Import Restore Snapshot	Access the **Import Backup Snapshot** dialog box, which enables you to configure Restore Snapshot settings. For more information, see *Restore Snapshots* in Chapter 9, "Options and settings".	
Options	Opens the **Options and Settings** dialog box that enables you to modify a range of Client settings. For more information, see Chapter 9, "Options and settings".	

View menu		
Option	**Click the option to...**	**Menu/Button**
Language > [*English/German/Default*]	Access the GUI language options available.	

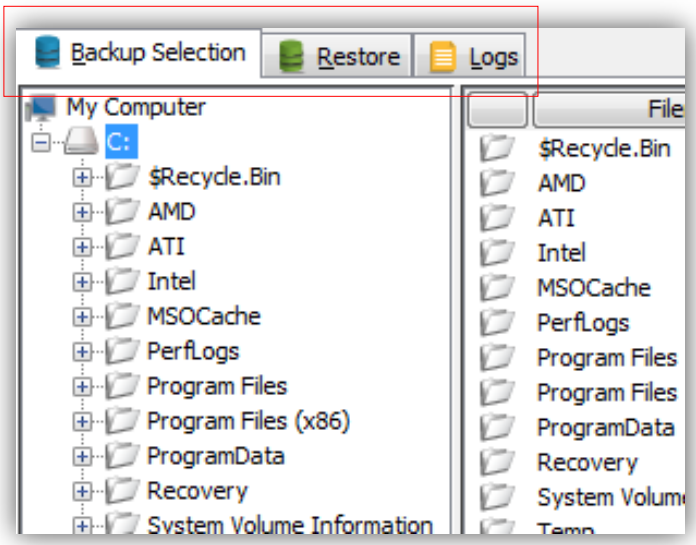
Help menu		
Option	**Click the option to...**	**Menu/Button**
Icon Legend	Access a list of the icons used in the MOUNT10 Client and the statuses they indicate.	
Product Help	Access the Product Help.	
About MOUNT10	Access the product information and support contact details.	

Tabs

There are three tabs available in the Backup Client:

- **Backup Selection:** This tab displays the files and folders on the computer, enabling you to select the items to be backed up. For more information, see *Selecting data to back up* in Chapter 6, “Backups”.
- **Restore:** Use this tab to browse previous backups and restore files and folders.
- **Logs:** Use this tab to view detailed information on each backup and restore.

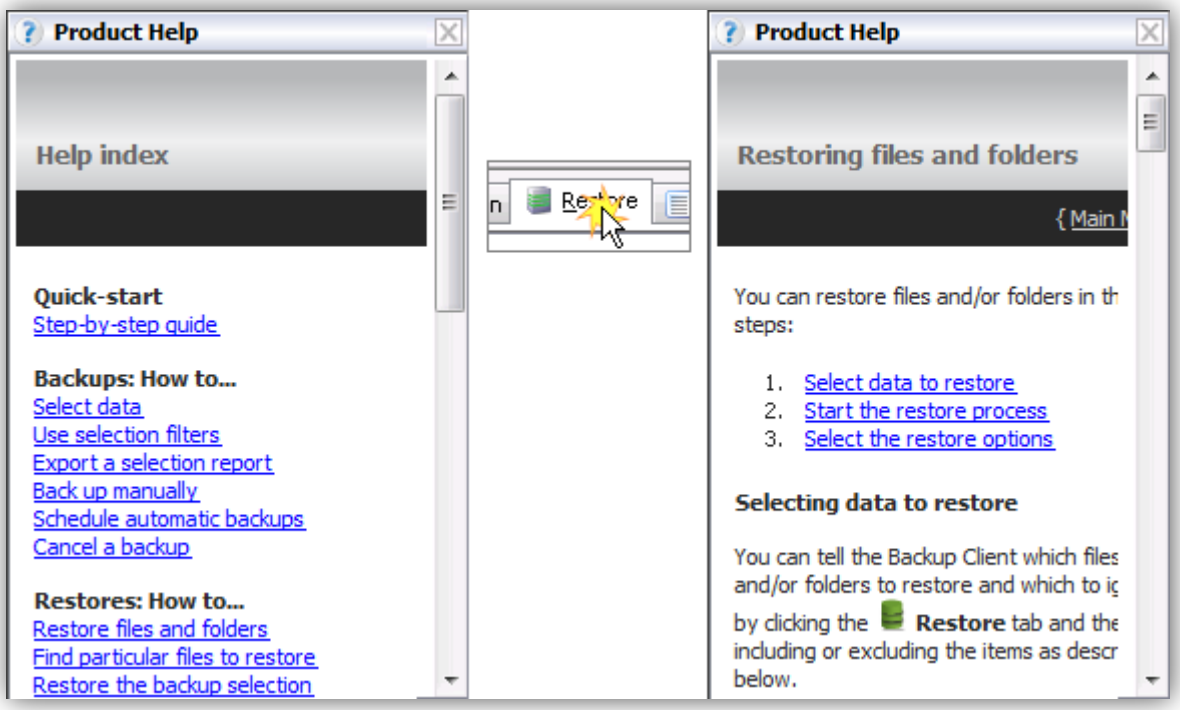
*Tip: In the right-hand pane on the **Backup Selection** and **Restore** tabs, you can click any of the column headings to sort the list according to their values.*



Product Help

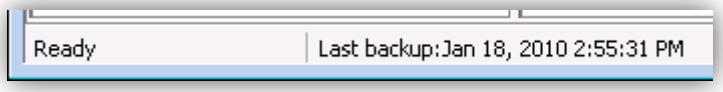
You can access the Backup Client Help by clicking **Product Help** on the **Help** menu. Alternatively, click the **Help** button on the toolbar.

As you navigate the Client, the Help pane will display information relevant to the selected tab.



Status bar

This area displays the date and time of the last backup performed by the system.

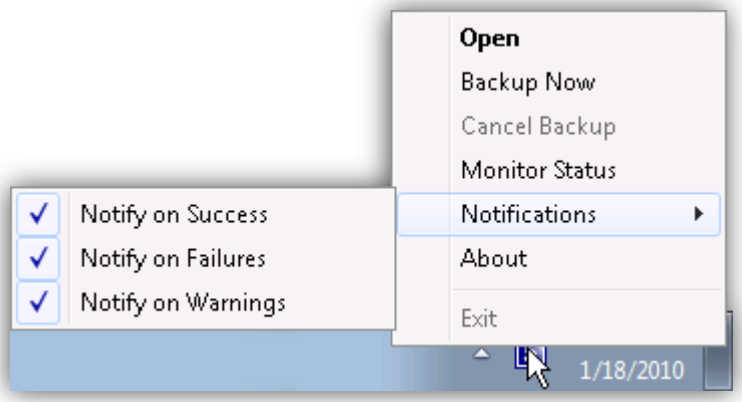


System tray icon

The System tray icon indicates the backup activity status and can be used to perform various tasks.

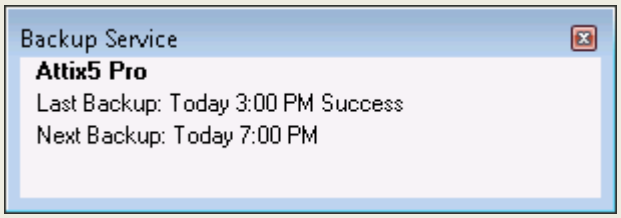
An animated icon indicates that the service is busy with a backup process.

Click or right-click the system tray icon to view the menu options available.



*Note: On the Windows 7 operating system, the system tray icon is hidden by default. To display the icon, click the **Show hidden icons** arrow, click **Customize**. In the dialog box that appears, expand the **Behaviours** drop-down next to **A5Tray.exe**, and then select **Show icon and notifications**.*

System tray menu	
Options	**Click the option to...**
Open	Opens the MOUNT10 Client application window. *Tip: Users can also double-click the system tray icon to open the application window. For more information, see "Application window" earlier in this chapter.*
Backup Now	Manually initiates the backup process without opening the Backup Client application window.
Cancel Backup	If the service is busy with a backup (when the icon is animated), **Cancel** will stop the process.

System tray menu continued...	
Option	**Click the option to...**
Monitor Status	Opens a small window above the system tray displaying the progress of the current process. This enables you to monitor the status and progress of the task being performed without opening the application window. 
Notifications	Provides you with options to enable/disable backup notifications. For more information, see "Notifications" later in this chapter.
About	Displays the splash screen. Click anywhere in the window to close it.
Exit	Removes the icon from the system tray. *Note: This will not stop the MOUNT10 service from running scheduled backups.* To see the icon in the system tray again, simply open the MOUNT10 Client interface using the Windows **Start** button. For more information, see "Opening the Backup Client interface" earlier in this chapter.

Warning: *The backup service must be running at all times for backups (manual or scheduled) to take place.*

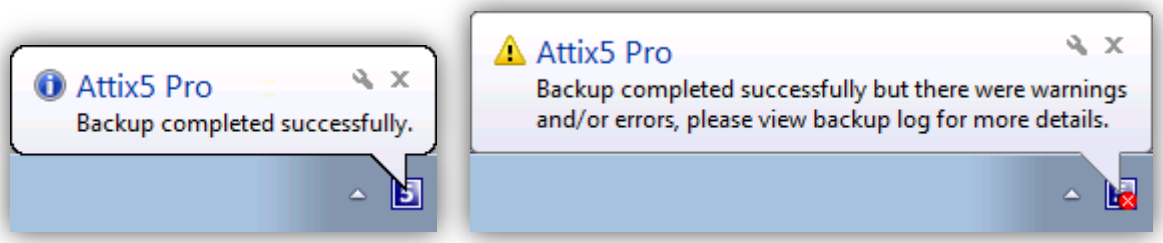
*Note: To stop or start the backup service, open **Administrative Tools** in the **Control Panel**, and then double-click **Services**. In the list of services that appear, select **MOUNT10 DL** and select **Stop** or **Start** on the toolbar. A red cross will appear in the corner of the system try icon when the service is not running:* .

Notifications

The system tray icon can display a number of notifications once a backup has completed. The following notifications are available:

- Backup successful (popup message displayed for 5 seconds)
- Backup successful with errors (message displayed for one minute)
- Backup failed (message displayed until you click it)

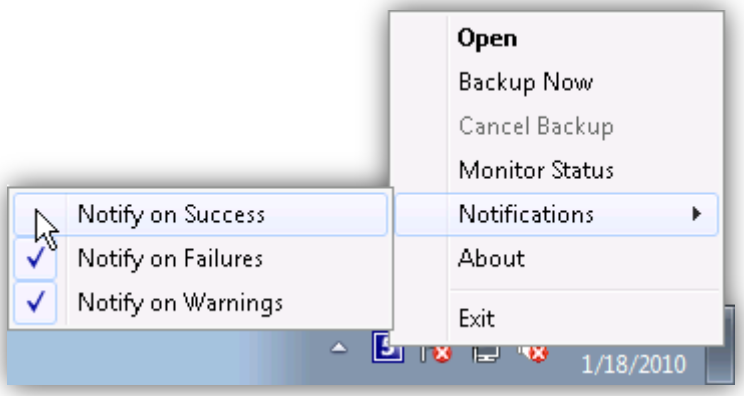
When a notification is available, a pop-up will display information. If there were warnings or errors, the system tray icon will also flash a red cross.


Attix5 Pro
Backup completed successfully.
Attix5 Pro
Backup completed successfully but there were warnings and/or errors, please view backup log for more details.

Note: To view related log file information, click anywhere within the pop-up.

To disable notifications:

Notifications are enabled by default but you can disable them individually by right-clicking the system tray icon and then clearing the check mark next to the relevant **Notifications** option.



6. Backups

After installing MOUNT10 Desktop & Laptop Edition (DL) and creating a Backup Account, you can tell the Backup Client which files and/or folders to back up and which to ignore by creating a backup selection (see "Selecting data to back up" below). You can then start a backup manually or schedule automatic backups (see "Performing a manual backup" and "Scheduling automatic backups" below).

Note: *Any changes, additions or deletions to included files and folders will be backed up intelligently with every manual or scheduled backup.*

How to back up

The following sections describe how to:

- Select data to back up
- Use filters to specify files and/or folders to be excluded from the backup selection.
- Determine the backup selection size
- Start backups (automatically and manually)
- Cancel a backup
- Resume a failed or cancelled backup

Selecting data to back up

You can make your first backup selection or modify a backup selection at any time using the **Backup Selection** tab as described below.

Tip: *You should exclude the Backup Client installation folder, as including it increases the size of your backup unnecessarily.*

To select files and folders for backup:

1. Click the **Backup Selection** tab.
2. In the Backup Selection tree, navigate to the folder or directory containing the file and/or folder(s).
3. Include or exclude the items as described below.

Tip: *Once a file or folder is included in the backup selection, any modifications to it will be backed up automatically. For more information, see Patching in Chapter 9, "Options and settings".*

Warning: *If you have limited space on the drive running the Backup Client, it is recommended that you move the* ***Cache****,* ***Logs*** *and* ***Temporary*** *folders as well as the selection database to another location. For more information, see* Disk Usage *in Chapter 9, "Options and settings".*

To include an individual file:

In the right-hand pane, click the file icon or right-click the file name, and then click **Include**. An included file is displayed with a green icon: .

To deselect a file, you can either click the icon again or right-click the file name, and then click **Deselect**. A folder containing some included files is displayed with a green tinted icon: .

To include an entire folder:

Right-click the folder icon , and then click **Include Folder**. Alternatively, you can select the folder in the Backup Selection tree, and then click **Include Folder** on the **Selection** menu. Included folders are displayed with a green icon: .

Note: All files in the included folder and its subfolders will be included in the next backup. Any changes made within this folder or its subfolders will automatically be included as well.

To deselect a folder, right-click the folder icon, and then click **Deselect Folder**.

To exclude a file or subfolder:

If an entire folder is included but you wish to exclude a particular file or subfolder, right-click the file or folder icon, and then click **Exclude** or **Exclude Folder**. Excluded items are displayed with red icons: or . Included folders that have some files or subfolders excluded are green with a red tint: .

Tips:

- *You can use filters to automate file selection based on file types.*
- *Once you have selected all files to be included and excluded, it may be useful to check the size of your backup selection before initiating your first backup. For more information, see Using Filters later in this chapter.*

*Note: Some files and directories are forcefully excluded from the backup selection. On Windows machines, these are the **pagefile.sys** and **hiberfil.sys** files; and the Backup Client **cache** and **to backup** folders.*

Using filters

You can use filters to automate file inclusions or exclusions within a folder, based on file types.

*Example: A ***.doc** filter will include or exclude all Word documents within a folder, as well as any new Word documents that are added to that folder later.*

To apply a predefined filter to a specific folder:

1. In the Backup Selection tree, right-click the folder icon.
2. Point to **Filters**.
3. Point to one of the available filters in the list (e.g. **MS Office documents**).
4. Click **Include** or **Exclude**.

To modify an existing filter:

1. In the Backup Selection tree, right-click the folder icon, point to **Filters**, and then click **Edit filters**.
2. Select one of the filters and then modify its properties in the **Edit filter** box.
3. Click **Ok**.

*Tip: To add a new filter from within the **Edit filters** dialog box, click the **New** button, supply a name that describes the filter, enter the file type(s), and then click **OK**.*

To add a new filter via the Backup Selection tree:

1. Right-click the folder icon, and then click **New filter**.
2. In the **Filter name** box, type a name to be used in the Filters menu.
3. In the **Filter** box, specify the file extensions to which the filter will apply.
4. Click **Ok**.

The filter will be added to the Filters menu and you will be able to use it to include or exclude all files matching its criteria.

To remove filters from a folder:

1. Right-click the folder icon.
2. Point to **Filters**.
3. Point to the name of the filter you wish to remove.
4. Clear the check mark next to the selection (**Include** or **Exclude**).

To identify files and folders selected by filters:

Look at the icon state. Files and folders included in the backup selection by filters display with icons containing blue check marks: and .

Profiled inclusions and exclusions

Some inclusions and exclusions are enforced at administration level on the Storage Platform. This is called “profiling”. For more information, see *Profiling* in Chapter 9, “Options and settings”.

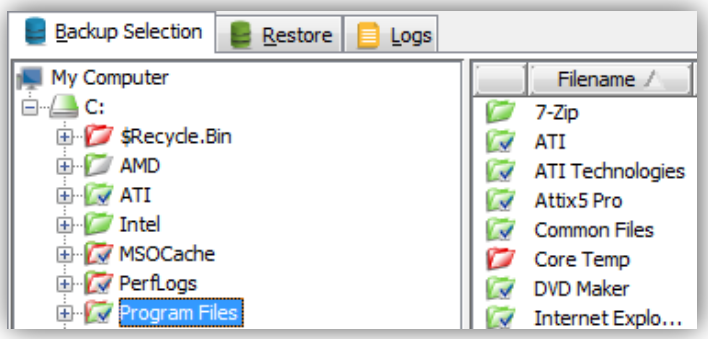
Files and folders affected by profiling display with the following icons:

Icon	Status
	File inclusion
	Filtered file inclusion
	File exclusion
	Folder inclusion
	Filtered folder inclusion
	Folder exclusion

Note: Profiled selections cannot be modified from within the Backup Client and can only be changed on the Storage Platform. For more information, please refer to the ***MOUNT10 Storage Platform Console User Manual****.*

Icon legend

On the **Backup Selection** tab, each file and folder is displayed with an associated icon. The colour of the icon indicates the file or folder's backup selection status. (For more information on backup selections, see "Selecting data to back up" earlier in this chapter.)



The following icon legend lists the MOUNT10 icons and the statuses they indicate. You can access this legend by clicking **Icon Legend** on the **Help** menu.

Note: For more information, see Profiled selections in Chapter 5, "Graphical User Interface (GUI)".

Icon legend		
Icon	**Status**	**Description**
	File (not selected)	The file exists in the folder or directory but is not part of the backup selection (neither included nor excluded).
	Selected by user	The Backup Client user has included the file in the backup selection.
	Selected by user filter	The Backup Client user has applied a filter to the parent folder or directory. That filter has included the file in the backup selection.
	Excluded by user	The Backup Client user has excluded the file from being backed up to the Storage Platform.
	Excluded by administrator	The Backup or Storage Platform Administrator has excluded this file or its file type. Files displaying this icon will not be backed up to the Storage Platform.
	Included by profiling	The Backup or Storage Platform Administrator has included this file or file type. Files displaying this icon will be backed up to the Storage Platform and cannot be deselected from within the

		Backup Client.

Icon legend continued...

Icon	Status	Description
	Included by profiling filter	The Backup or Storage Platform Administrator has applied a filter to the parent folder or directory. That filter has selected the file for backup to the Storage Platform. Files displaying this icon cannot be deselected from within the Backup Client.
	Excluded by profiling	The Backup or Storage Platform Administrator has excluded this file or its file type. Files displaying this icon will not be backed up to the Storage Platform and cannot be selected for backup from within the Backup Client.
	Folder (not selected)	The folder exists but is not part of the backup selection (neither included nor excluded).
	Some files selected by user	The Backup Client user has included some of the folder's content in the backup selection.
	All files selected by user	The Backup Client user has included all of the folder's content in the backup selection.
	All files selected by user, some excluded	The folder contains no unselected files. The Backup Client user has included some files and has also excluded one or more files.
	All files excluded by the user	The Backup Client user has excluded all files in the folder from being backed up to the Storage Platform.
	Filter applied by user	The Backup Client user has applied a filter to the folder. The filter has included one or more files within the folder in the backup selection.
	Filter applied by user, some excluded	The Backup Client user has applied a filter to the folder that has included and excluded files within it.
	All files included by profiling	The Backup Administrator has included all the files contained in the folder. All files will be backed up to the Storage Platform. These inclusions cannot be changed by the Backup Client user.
	Filter applied by profiling	The Backup Administrator has applied a filter to the folder. This filter cannot be removed by a Backup Client user.
	Filter applied by profiling, all items excluded	The Backup Administrator has applied a filter to the folder, resulting in the folder being excluded from the backup selection. This filter cannot be removed by a Backup Client user.

Icon legend continued...		
Icon	**Status**	**Description**
	Filter applied by profiling, some items included by user	The Backup Administrator has applied a filter to this folder using profiling and some items have been manually included by the Backup Client user (see *Selecting data to back up* earlier in this chapter).
	Filter applied by profiling, some items included and some items excluded by user.	The Backup Administrator has applied a filter to this folder using profiling. Some items have been excluded and others included by the Backup Client user (see *Selecting data to back up* earlier in this chapter).
	Filter applied by profiling but items excluded by user.	Items in the folder have been included using filters (see *Using Filters* earlier in this Chapter.)
	Folder excluded by Global Exclusions.	The folder has been excluded using Global Exclusions.
	All files excluded by profiling	The Backup Administrator has excluded all files in the folder. These excluded files cannot be included by a Backup Client user.
	Plug-in node (not selected)	The plug-in exists but is not selected for backup to the Storage Platform.
	Some items selected by user	The Backup Client user has selected some of the items in the plug-in for backup to the Storage Platform.
	All items selected by user	The Backup Client user has selected all items in the plug-in for backup to the Storage Platform.
	All items selected by user, some excluded	The Backup Client user has selected all items in the plug-in for backup to the Storage Platform but some items have been excluded.
	All items excluded by user	The Backup Client user has excluded all items in the plug-in from being backed up to the Storage Platform.
	Filter applied by user	The Backup Client user has applied a filter to the plug-in; specifying that certain file types must be included for backup to the Storage Platform.
	Filter applied by user, some excluded	The Backup Client user has applied a filter to the plug-in; specifying that certain file types be included for backup to the Storage Platform but some items have been excluded either through the use of an exclusion filter or by manual exclusion.

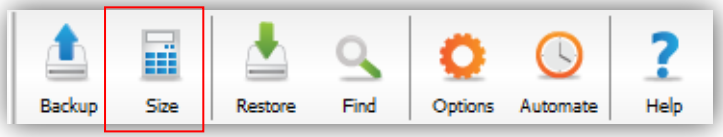
Determining the backup selection size

It is useful to determine the backup selection size before starting the backup process to avoid Over Limit errors.

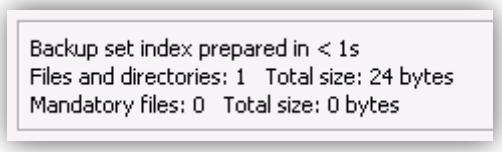
Note: The Backup Client compares your backup selection size with the Backup Account limit (specified by your Backup Administrator) at the beginning of the backup process. If the selection size exceeds the Account limit, the backup process will stop and an Over Limit error message will be displayed.

To calculate the backup selection size:

A. On the **File** menu, click **Calculate Size**.
B. Alternatively, click the **Size** button on the toolbar:



The **Backup Selection Size** dialog box that appears displays total size of your backup selection (i.e. all files included for backup).



***Warning:** If your backup selection size exceeds your Account limit, you need to remove some items from the selection or ask your Backup Administrator to upgrade your Account limit.*

To remove a file from the backup selection:

A. In the **Size** dialog box, right-click the file's icon: . The icon will turn red to indicate that it is excluded: .

*Note: To exclude multiple files at once, click a file name in the list, hold down the **Shift** key and drag the mouse pointer to highlight the files. Right-click the selection, and then click **Exclude**.*

B. Alternatively, on the **Backup Selection** tab, deselect or exclude files or folders that are currently selected for backup. For more information, see *Selecting data to back up* in Chapter 6, "Backups".

Exporting a selection report

After creating a backup selection, you can export a list of all backup inclusions and exclusions to an html file for future reference.

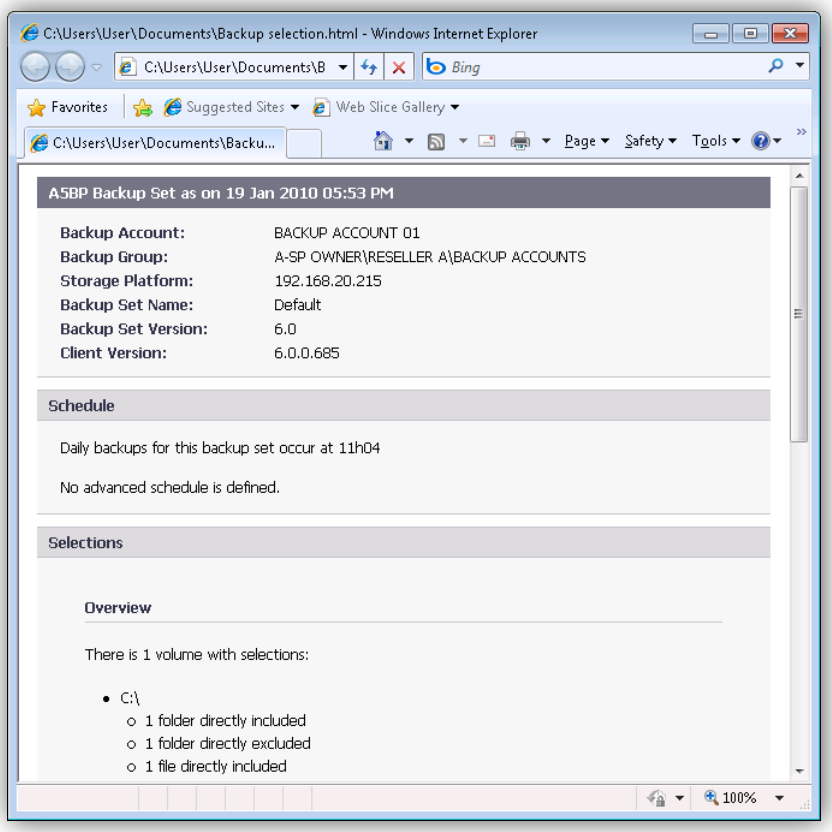
The selection report will specify:

- Files and folders included in the backup
- Files and folders excluded from the backup
- How each item was selected (user-selected, filters, profiling, global exclusions or mandatory patching)
- Where each item is located on the machine
- The total number of items in the backup selection

To export a selection report:

1. On the **File** menu, click **Export Selection**.
2. In the **Save As** dialog box that appears, select the location in which to save the file, type a file name in the **File name** box, and then click **Export**.

The file will be saved to the specified location and can be viewed in any Internet browser.



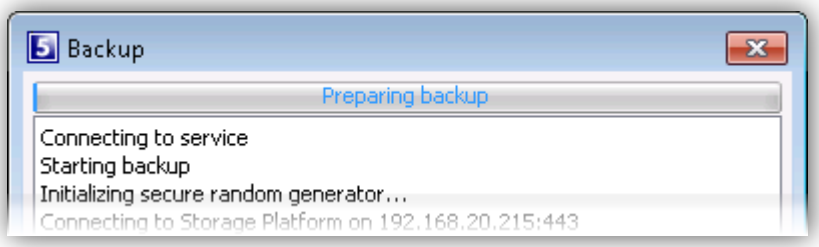
Starting a backup manually

Tip: It is recommended that you run a backup manually after creating your backup selection to ensure immediate data transmission to the Storage Platform. Thereafter, automatic backups will ensure hassle-free continuous backups. For more information, see "Scheduling automatic backups" later in this chapter.

To start a backup manually:

1. On the **File** menu, click **Backup Now**. Alternatively, click the **Backup** button on the toolbar.

The **Backup** dialog box appears and displays the progress of the backup:



2. To close the Backup Client after the backup process has started, click the **Hide** button. This will **not** cancel the backup process and the Backup Client can be re-opened at any time to view the progress of the backup.

Tips:

- *You can monitor the backup progress at any time by right-clicking the system tray icon and then clicking **Monitor Progress**.*
- *To view backup logs, click the **Logs** tab. Backup log dates are displayed in blue.*

Scheduling automatic backups

Automatic backups are usually enabled and configured either during the Setup Wizard or during the Backup Wizard but you can enable and schedule them at any point in time using the **Options and Settings** dialog box.

To schedule a daily automated backup:

1. On the **Tools** menu, click **Options**. Alternatively, click the **Options** button on the toolbar.
2. In the **Options and Settings** dialog box, click **Backup Schedule**.
3. Select the **Daily automated backup** check box, and then specify a backup time in the associated box.
4. Click **OK**.

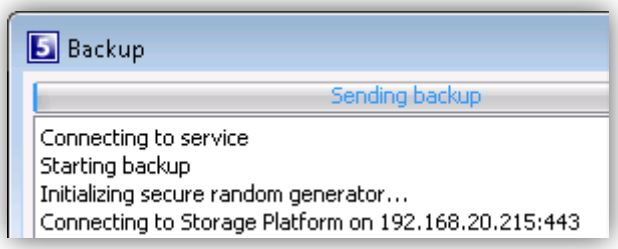
To create an advanced backup schedule:

1. Select the **Advanced schedule (back up at the following times)** check box.
2. In the **Week day** box, select the day on which a backup should be initiated.
3. Specify the time in the **Backup time** box.
4. Click the **Add** button to add the day and time to the **Advanced schedule** box.
5. Repeat steps 2 to 4 above until you have added all desired schedules to the Advanced schedule box.

Tips:

- *You are advised to back up at night when the server running the Backup Client is not in use. It must be switched on at the scheduled backup time(s), but the Windows user does not need to be logged in.*
- *Configuring automatic backups ensures that all selected data is backed up automatically, without the need for any user interaction. This is a safer alternative to relying on manual backups.*

Backups will initiate at the scheduled times and the **Backup** dialog box will appear displaying the progress of the backup.



Tips:

- *To close the Backup Client after the backup process has started, click the **Hide** button. This will **not** cancel the backup process and you can re-open the Backup Client at any time to view the progress of the backup.*
- *You can monitor the backup progress at any time by right-clicking the system tray icon and then clicking **Monitor Progress**.*
- *To view backup logs, click the **Logs** tab. Backup log dates are displayed in blue.*

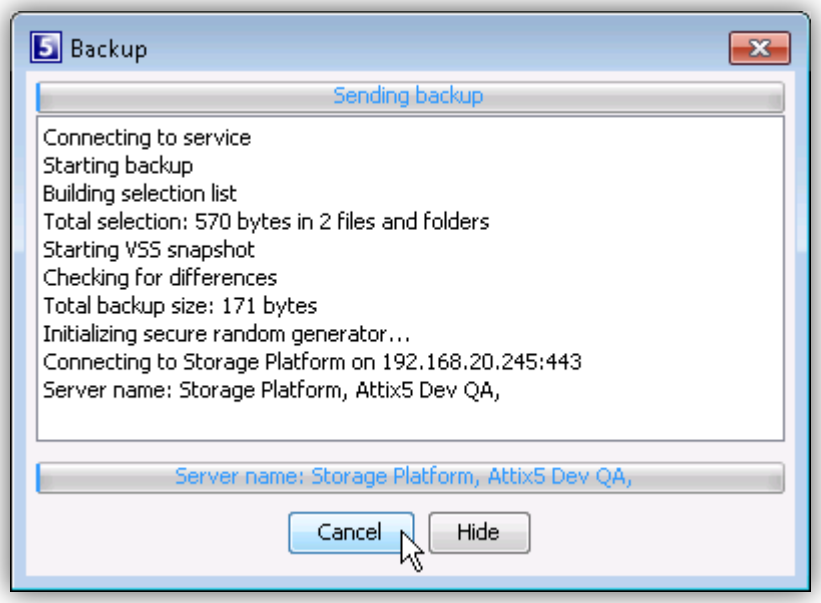
Backups will be stored on the Storage Platform and accessible via the **Restore** tab. For more information on restoring data, see Chapter 7, “Restores”.

Cancelling a backup

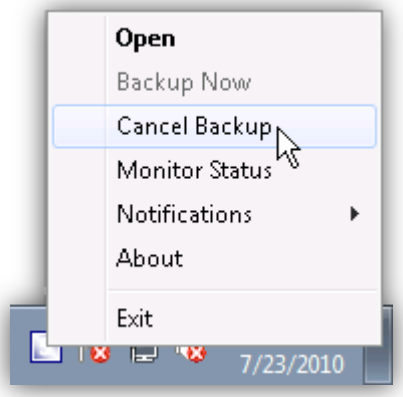
Once a backup is in progress, you can cancel the process via the Backup progress window or using the system tray icon.

To cancel a backup:

1. Perform one of the following actions:
   a) In the **Backup** progress window, click the **Cancel** button.



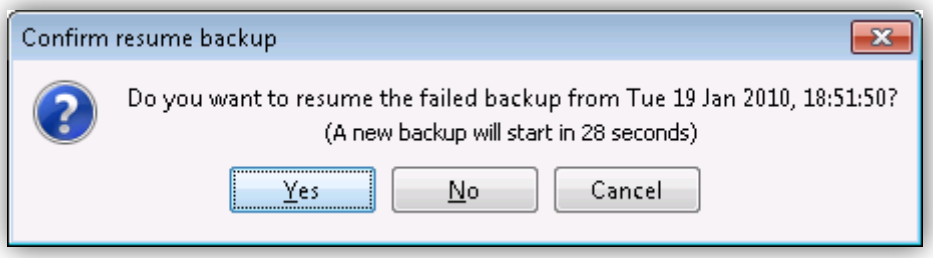
   b) Alternatively, you can right-click the runner icon in your system tray, and then click **Cancel**.



2. In the confirmation dialog box that appears, click **Yes**.

Resuming a backup

By default, the Backup Client tries to connect to the Storage Platform four times before cancelling the backup process. If, however, the previous backup was not successful and a manual backup is initiated, the Backup Client will display the prompt: "**Do you want to resume the failed backup…?**" with a 30 second countdown.


Confirm resume backup
Do you want to resume the failed backup from Tue 19 Jan 2010, 18:51:50?
(A new backup will start in 28 seconds)
Yes
No
Cancel

Click **Yes** to instruct the Backup Client to try to continue from where the process failed during the previous backup. Click **No** to initiate a new backup or **Cancel** to return to the Backup Client application window.

Notes:

- *You can only resume a backup if the backup completed the Processing stage.*
- *A new backup will be initiated automatically after the countdown has elapsed.*

7. Restores

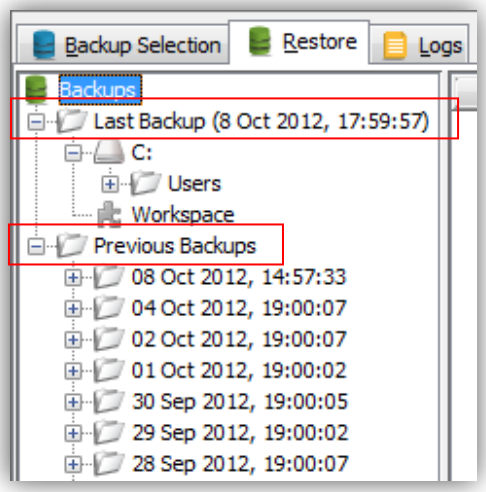
On the **Restore** tab, you can browse a tree structure representation of all successful backups and their files and folders.

How to restore

The following sections describe how to select data to restore, start the restore process, and search for specific backed up files.

Selecting data to restore

On the **Restore** tab, the Restore tree gives you access to backed up files via two main nodes: **Last Backup** and **Previous Backups**.



The **Last Backup** node contains the file/folder structure of the last successful backup and displays the date and time it occurred in parentheses "( )".

> *Note: Restores done from the **Last Backup** node are typically faster than those done from the **Previous Backups** node as the Backup Client may be able to retrieve the data from the cache instead the Storage Platform.*

When you expand the **Previous Backups** node, the Backup Client retrieves the list of previous backups from the Storage Platform and displays them in the tree.

To select and restore data from the last backup:

1. Click the **Restore** tab.
2. Expand the **Last Backup** node to view the files/folders.
3. Include a single file by clicking the icon next to the file or by right-clicking the file name and then clicking **Include**. Each included file is displayed with a green icon: .
4. Include an entire folder by right-clicking the folder and then clicking **Include folder**. Each included folder is displayed with a green folder icon: .
5. If an entire folder is included but you wish to exclude a particular file or subfolder, right-click the file or folder icon, and then click **Exclude** or **Exclude**

Folder. Excluded items are displayed with red icons: or . Included folders that have some files or subfolders excluded are green with a red tint: .

6. Once all the files and folders to be restored are selected, start the restore process by clicking **Restore** on the **File** menu or the **Restore** button on the toolbar. For information on the restore options available, see "Restoring data" later in this chapter.

To select and restore data from previous backups:

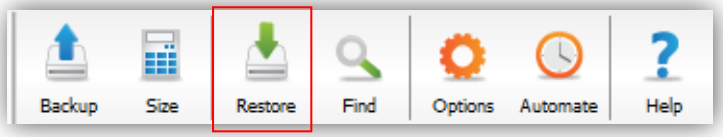
1. Click the **Restore** tab.
2. Expand the **Previous Backups** node to connect to the Storage Platform and retrieve a list of all previous backup dates.
3. Expand the relevant backup node, and then click the folder/directory containing the data.
4. Include a single file by clicking the icon next to the file or by right-clicking the file name and then clicking **Include**. Each included file is displayed with a green icon: .
5. Include an entire folder by right-clicking the folder and then clicking **Include folder**. Each included folder is displayed with a green folder icon: .
6. If an entire folder is included but you wish to exclude a particular file or subfolder, right-click the file or folder icon, and then click **Exclude** or **Exclude Folder**. Excluded items are displayed with red icons: or . Included folders that have some files or subfolders excluded are green with a red tint: .
7. Once all the files and folders to be restored are selected, start the restore process by clicking **Restore** on the **File** menu or the **Restore** button on the toolbar. For information on the restore options available, see "Restoring data" below.

Restoring data

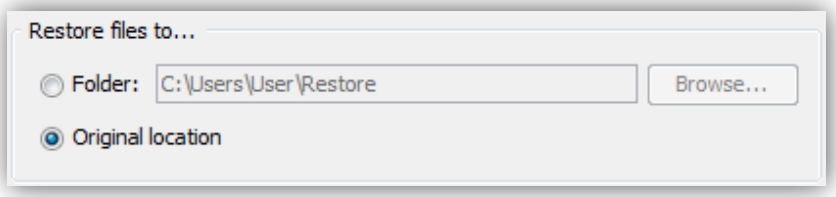
After selecting the files and folders to restore, you can start the restore process as described below.

To start the restore process:

1. On the **File** menu, click **Restore**. Alternatively, click the **Restore** button on the toolbar:



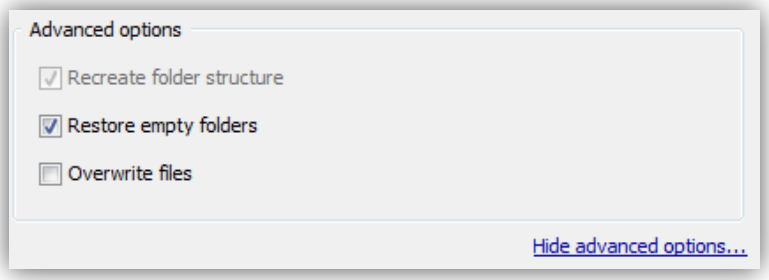
The **Restore** dialog box will prompt you for a restore location:



2. Select **Original location** to restore the files to the same location that they were backed up from or select **Folder** and then browse to a new location.

> ***Warning:*** *If you select* ***Original location****, the restored files will overwrite any existing files with the same name in that location. A warning will, however, be displayed before the Backup Client overwrites any files.*

3. Click the **Show advanced options...** link to display the advanced restore options. You can now specify the rest of the restore options by selecting or clearing the following check boxes:



   a. **Recreate folder structure** – This option is selected by default and cannot be cleared if you are restoring to the original location. It instructs the Backup

Client to recreate the folder structure in the restore folder. Clear this check box if you wish to restore the files to a single folder.

> ***Note:*** *If restoring files from different folders with the same file names, you need to recreate the folder structure to prevent overwriting the files.*

b. **Restore empty folders** – If the **Recreate directory structure** option is selected, you can select this check box to recreate empty folders.

> ***Note:*** *This option is only available when Recreate directory structure is selected.*

c. **Overwrite files** – Select this check box if you do not want the Backup Client to prompt you before overwriting an existing file.

4. Click **Restore**.

> ***Note:*** *You can view restore logs on the **Logs** tab. Restore log dates are displayed in green.*

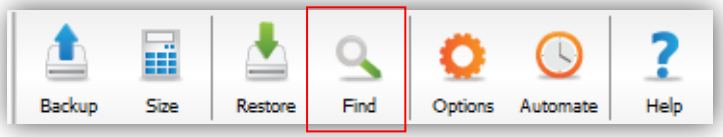
Finding files in backups

To find a specific backed up file, it may be easier to use the **Find** function than to browse the Restore tree.

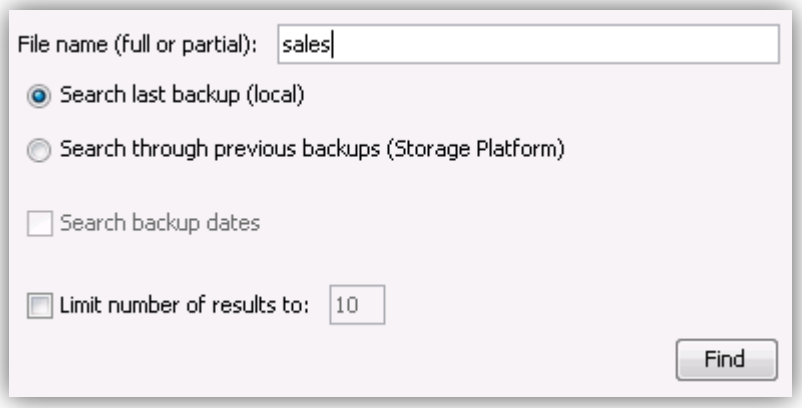
You have the option to scan only your last backup (locally), or you can connect to the Storage Platform and search through previous backups.

To search for a file in your latest backup:

1. On the **File** menu, click **Find files in backups**. Alternatively, click the **Find** button on the toolbar:



2. In the Find Files in Backups dialog box, type the file name or part thereof in the **File name** box, and then click **Find.**

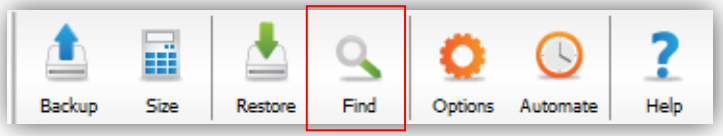


Example: If "sales" is searched for, the Backup Client will display a list of all files in the last backup containing "sales" in the filename.

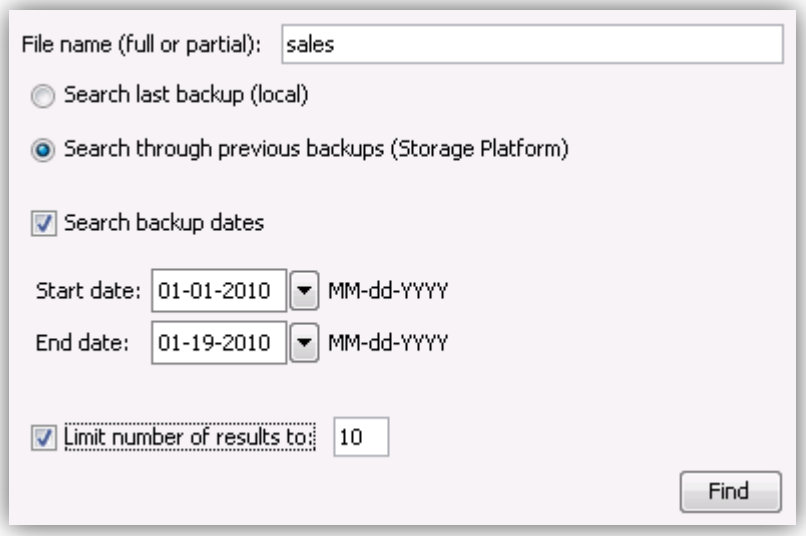
*Tip: Use the * and ? wildcards for advanced search queries.*

To search for a file in previous backups:

1. On the **File** menu, click **Find files in backups**. Alternatively, click the **Find** button on the toolbar:



2. Type the file name or part thereof in the **File name** box**.**
3. Select the **Search through previous backups (Storage Platform)** check box.
4. If you wish to limit the search to particular dates, select the **Search backup dates** check box and then use the **Start date** and **End date** boxes to specify a time period.
5. To limit the number of results that display, select the **Limit number of results to** check box and then type a number in the box provided.
6. Click **Find**.

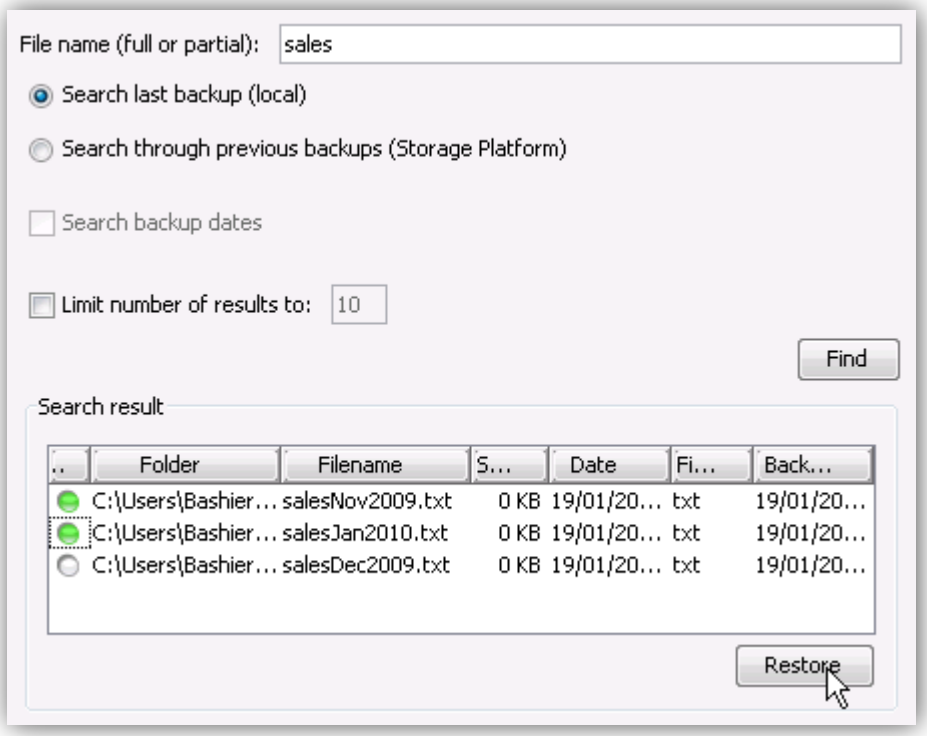


*__Tip:__ Use the * and ? wildcards for advanced search queries.*

*__Note:__ If **Search backup dates** is selected, the **backup date** is used for the search instead of the **file create** or **file modified** date.*

To restore files from the Find Files in Backup dialog box:

1. In the search results list, include the files to restore by clicking the icons next to the file names or by right-clicking each file name and then clicking **Include**.
2. Click the **Restore** button.



The **Restore Options** dialog box will appear, enabling you to specify the location in which to save the restored files. For more information on restore options, see “Selecting data to restore” earlier in this chapter.

Restoring a backup selection

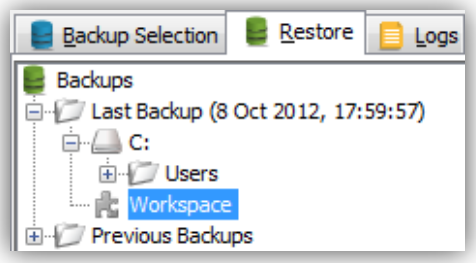
By default, with every backup performed, a copy of the backup selection is saved on the Storage Platform. For more information on backup selection, see "Selecting data to back up" earlier in this chapter.

This enables you to restore, not only your backed up files and folders, but the selection you used to back them up as well.

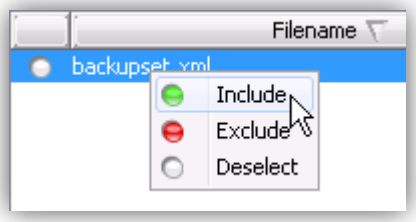
> ***Note:*** *This is especially useful in disaster recovery cases, as it enables you to restore your entire backup setup to perform exactly as it did at the last backup.*

To restore a backup selection:

1. Click the **Restore** tab.
2. Expand the relevant backup folder, and then click the **Workspace** node.



3. In the right-hand pane, click the icon next to backupset.xml entry.

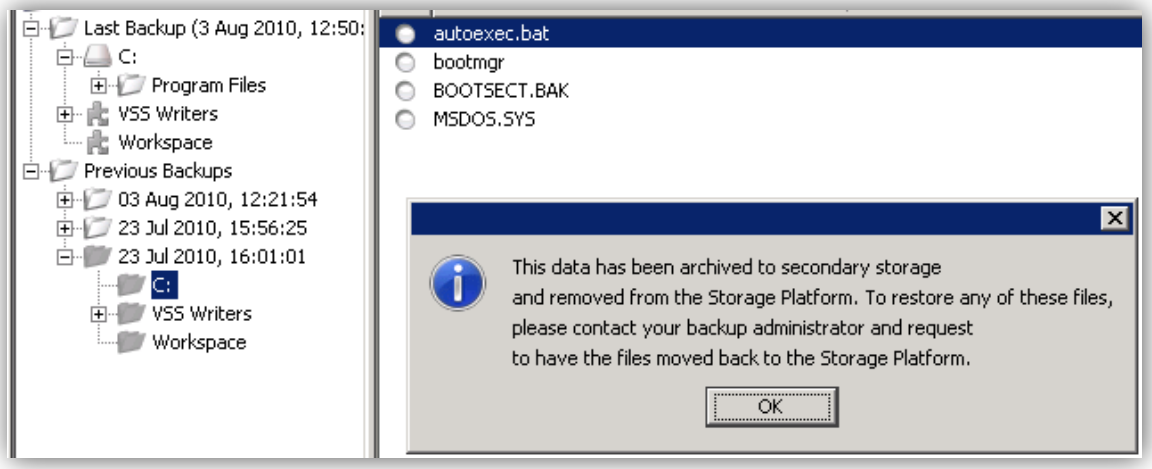


4. Click the **Restore** button on the toolbar.
5. Select the appropriate restore options. (See "Selecting data to restore" earlier in this chapter.)
6. Click **Restore**.

The backup selection will be restored to the location specified in the restore options.

Restoring archived data

MOUNT10 allows Backup Administrators to archive Backup Clients' data to tape or another disk drive using the Hierarchical Storage Management (HSM) feature. Once data has been archived, the backups will display in the Restore tree as greyed out folders, allowing you to browse the file/folder structure of the backups. However, if you try to restore archived data, you may receive a message informing you that the data has been archived to secondary storage, as illustrated in the screenshot below.



*Note: Grey folders indicate archived data. However, if you do not see these folders in the **Restore** tree, it does not mean that no archived backups are available. In such cases, please consult your Backup Administrator for further details about archived backups.*

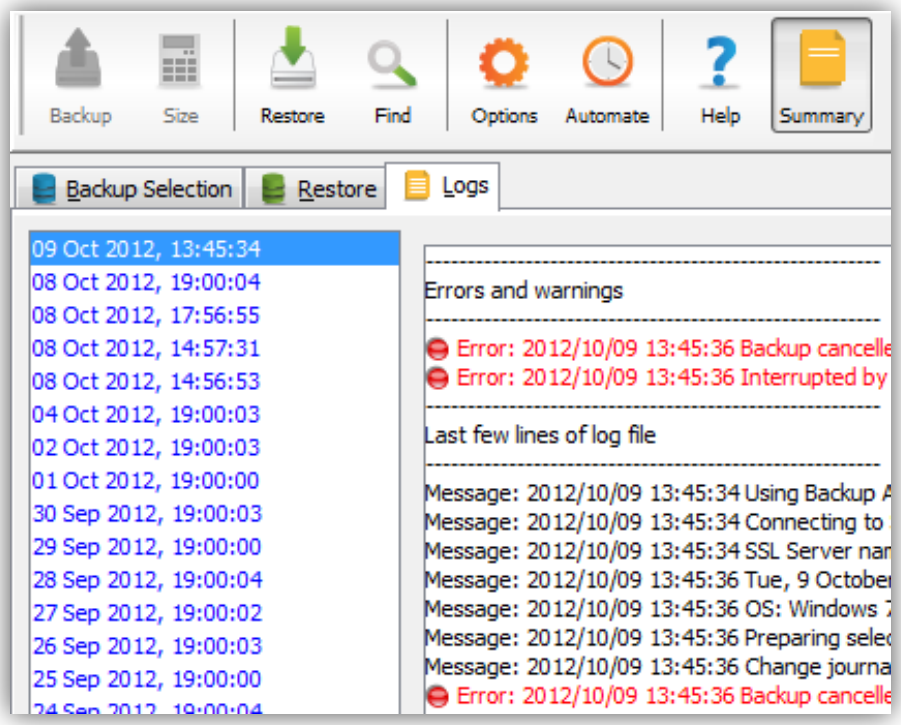
You can access archived data by requesting that your Backup Administrator import the HSM data to the Storage Platform. Once the data has been imported, it will be available for restore in the same manner as all other backups.

8. Logs

The Backup Client logs all backup and restore processes and their results in log files that you can view on the **Logs** tab. The following sections describe how to access log files and modify their settings.

Accessing log files

The **Logs** tab in the Backup Client provides detailed information about each backup and restore. An additional toolbar button appears when the **Logs** tab is opened: the **Summary** button. Use the button to view only errors and warnings and the last 14 lines in the log file.



*Tip: You can use the **Up** arrow, **Down** arrow, **Page Up**, **Page Down**, **Home** and **End** keys to navigate the log.*

Changing log file settings

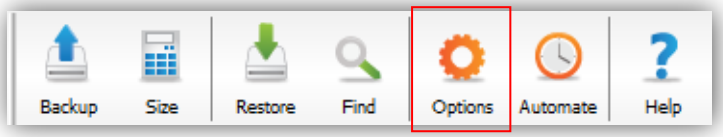
You can specify your logging preferences on the Logging page in the **Options and Settings** dialog box.

For information on configuring the log file settings, see *Logging* in Chapter 9, “Options and settings”.

9. Options and settings

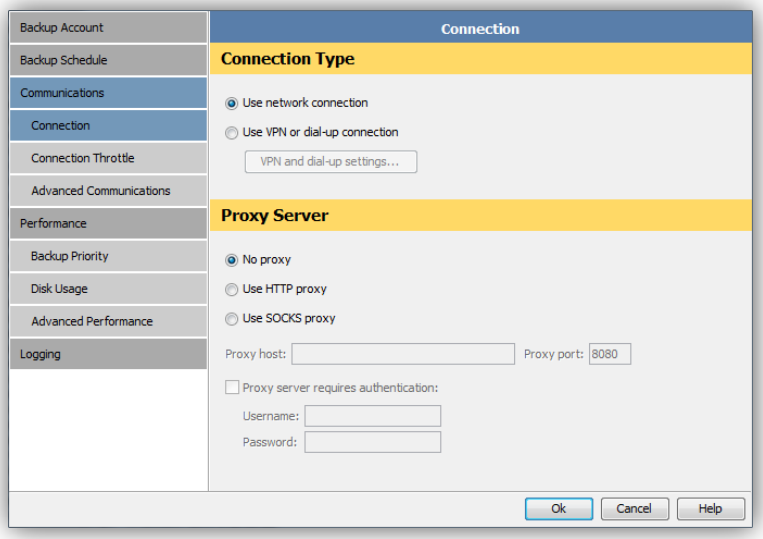
To access the Options and Settings dialog box:

- On the **Tools** menu, click **Options**.
- Alternatively, click the **Options** button on the toolbar:



The various options and settings are grouped in the left-hand pane according to their functions. Click an item on the left to view the full set of options related to that function.

*Example: Click **Connection** in the left-hand pane to view all connection options on the right:*

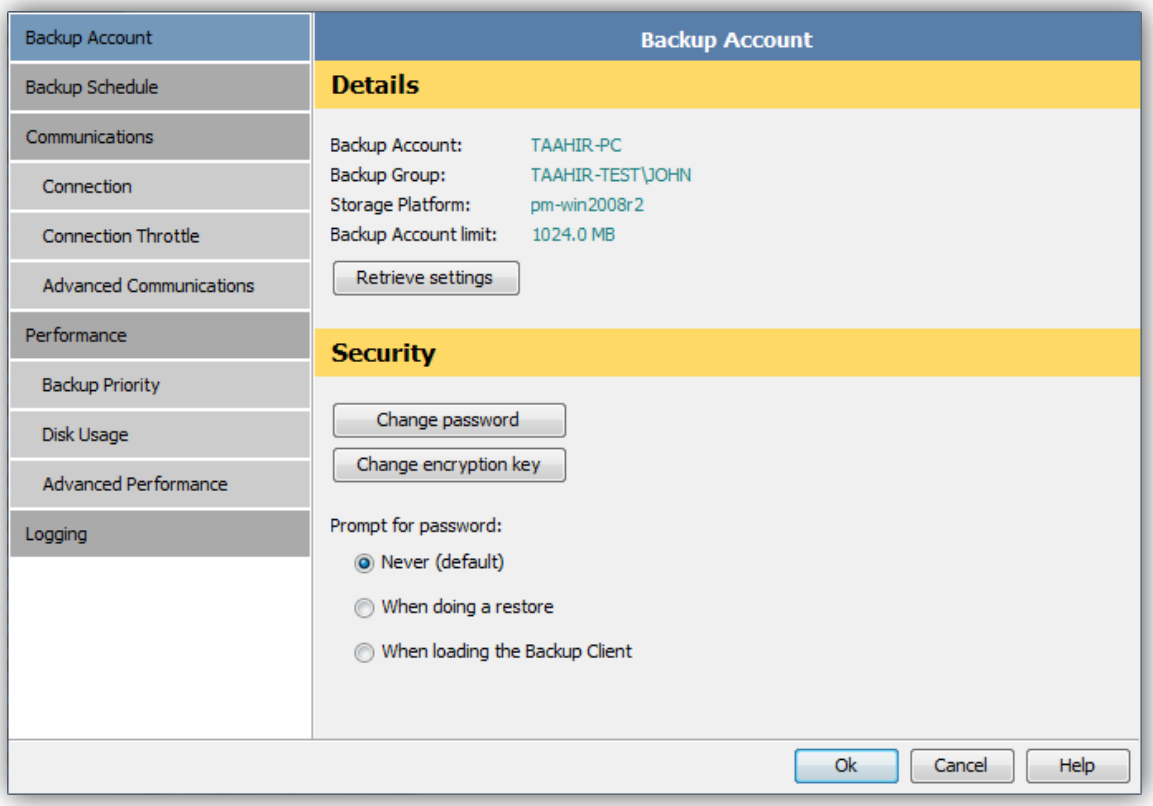


***Warning:** The **Options and Settings** dialog box controls advanced features in the Backup Client. Please read through this section carefully before changing any settings. Incorrect settings could cause critical errors.*

Backup Account

You can use the Backup Account page in the **Options and Settings** dialog box to:

- Retrieve Backup Account settings
- Modify security settings



The Backup Account page consists of the following areas:

- Details
- Security

Details area

This area displays your Backup Account information as it is configured on the Storage Platform. You can use the **Retrieve settings** button to retrieve your Backup Account details from the Storage Platform.

Tip: *This button is useful to verify that the Backup Account limit has been modified after requesting a change from the backup administrator, or to update Backup Group Profiling settings.*

Security area

If you need to change your password or encryption key, click the **Change password** or **Change encryption key** buttons.

Warnings:

- *Changing the encryption key involves intensive processing on the Storage Platform and may take several minutes. You should avoid doing this unless the encryption key has been compromised.*
- *Disaster recovery is not possible without the encryption key. Please ensure that this key is kept in a safe place.* ***THIS ENCRYPTION KEY IS NOT STORED ON THE STORAGE PLATFORM AND CANNOT BE RECOVERED OR RESET IF LOST.***

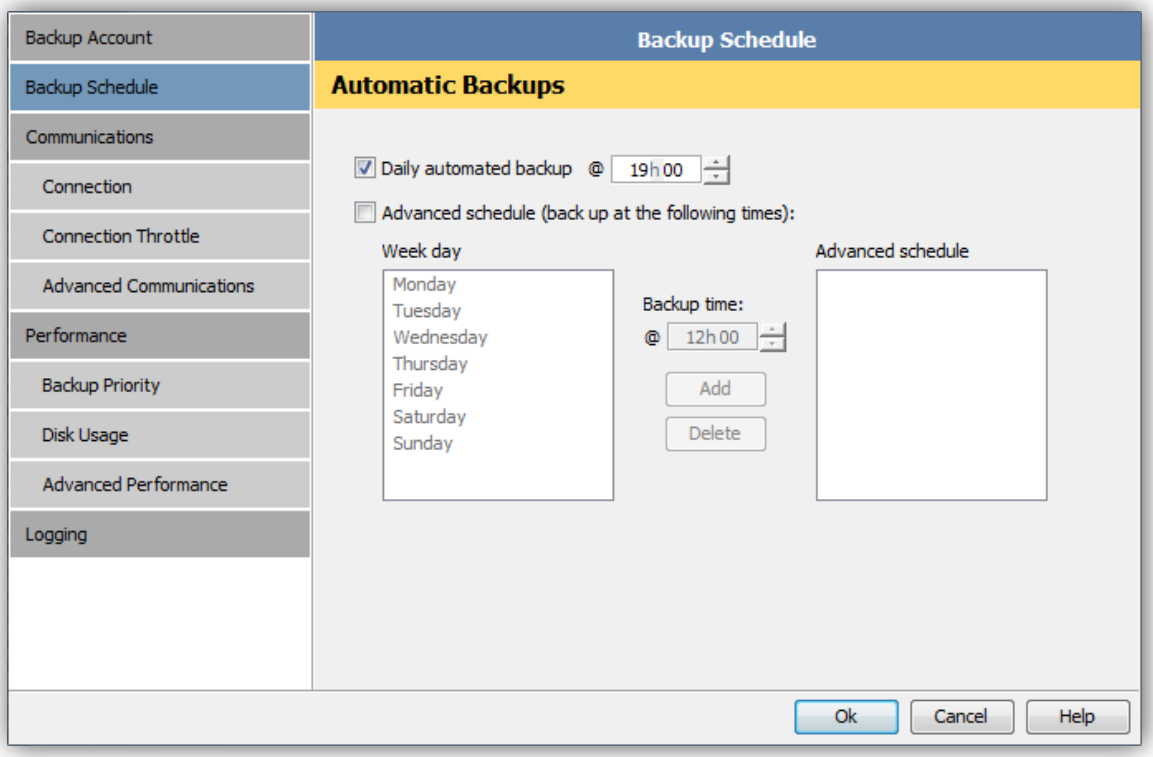
You can select whether or not the Backup Client should prompt for the Backup Account password. Three options are available:

- **Never (default)**: The Backup Client remembers the Backup Account password when doing a backup or restore.
- **When doing a restore**: The Backup Client prompts for the Backup Account password when opening the **Restore** tab.
- **When loading the Backup Client**: The Backup Client prompts for the Backup Account password when opening the Backup Client and the **Restore** tab.

Backup Schedule

You can use the Backup Schedule page in the **Options and Settings** dialog box to:

- Enable/disable a daily automated backup
- Create advanced automatic backup schedules



Daily automatic backups are enabled by default unless disabled during the Setup Wizard. If disabled, you can enable it by following the instructions below.

To enable a daily automated backup:

1. Select the **Daily automated backup** check box.
2. Specify a time in the associated box.
3. Click **Ok**.

To create an advanced backup schedule:

1. Select the **Advanced schedule (back up at the following times)** check box.
2. In the **Week day** box, select the day on which a backup should be initiated.
3. Specify the time in the **Backup time** box.
4. Click the **Add** button to add the day and time to the **Advanced schedule** box.
5. Repeat steps 2 to 4 above until you have added all desired schedules to the Advanced schedule box.

To disable automatic backups (not recommended):

1. Clear the **Daily automated backup** and **Advanced schedule** check boxes.
2. Click **Ok** to close the **Options and Settings** dialog box.

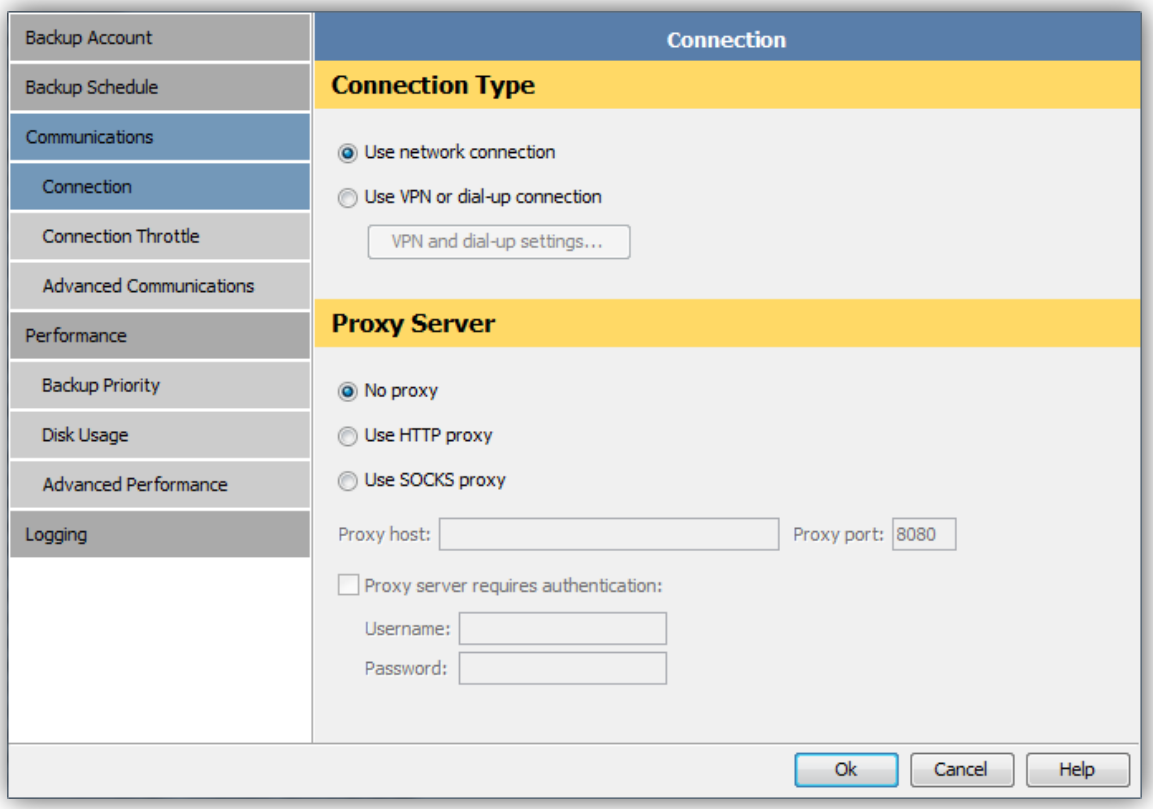
Warning: *This option is not recommended. If an automated backup schedule is not created, backups will have to be run manually. Enabling automatic backups is strongly advised.*

For detailed instructions on how to enable and schedule automatic backups, see *Scheduling automatic backups* in Chapter 6, “Backups”.

Connection

You can use the Connection page in the **Options and Settings** dialog box to:

- Modify Storage Platform connection settings
- Enable/disable/configure proxy server details



The Connections page consists of the following areas:

- Connection Type
- Proxy Server

Connection Type area

In this area, you can change the type of connection that the Backup Client uses to connect to the Storage Platform. You can choose between a network or VPN/dial-up connection.

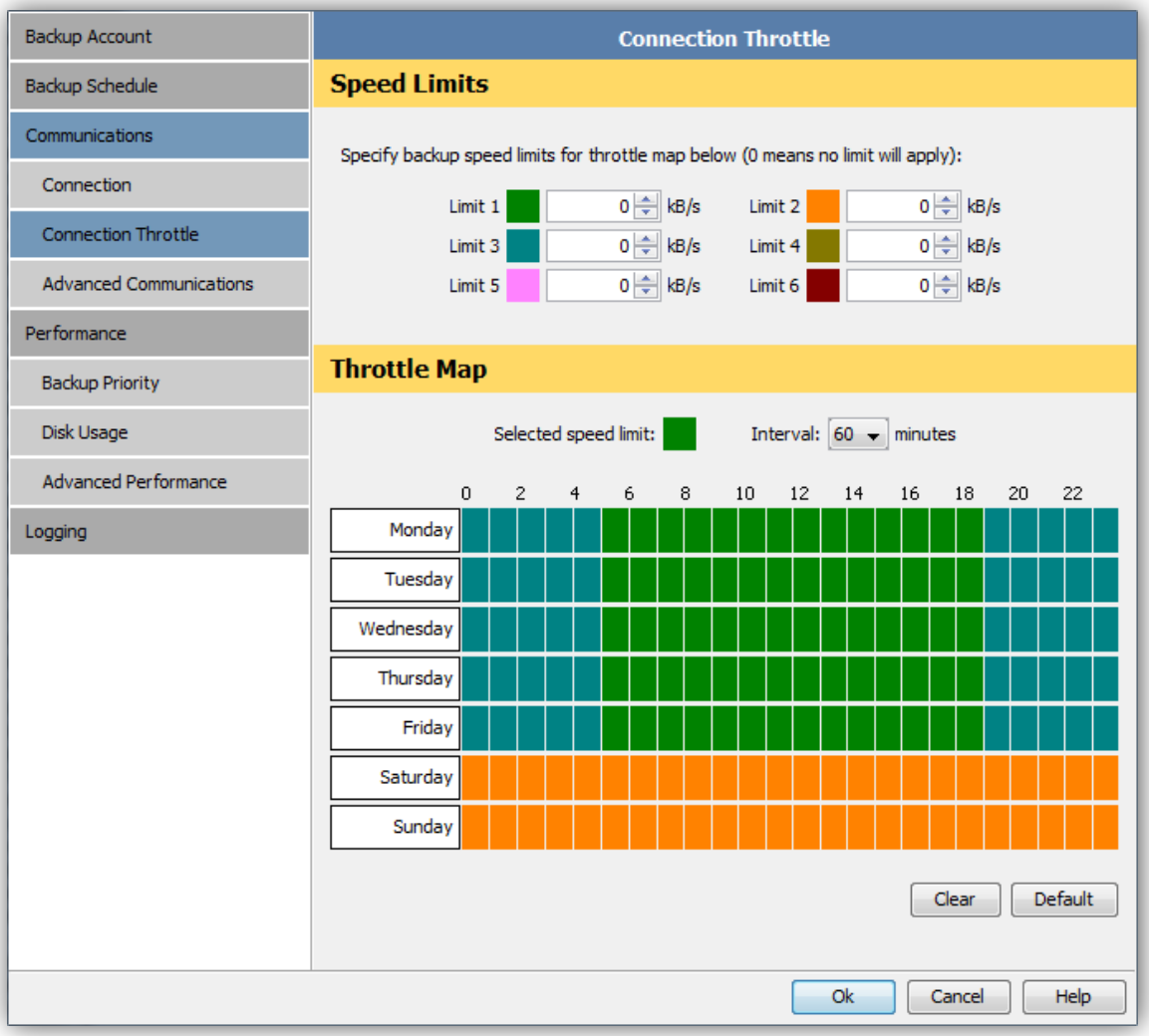
*Note: The **VPN or dial-up settings...** button is enabled if you select **Use VPN or dial-up connection**. Click this button to select an existing VPN or dial-up connection configured on the computer and then supply the username and password for that account.*

Proxy Server area

In this area, you can specify whether or not the Backup Client should connect to a proxy server when connecting to the Internet. If you select that it should, you can specify the proxy server details in the available boxes.

Connection Throttle

The Connection Throttle page in the **Options and Settings** dialog box enables you to specify the Backup Client's bandwidth usage speed limits. You can do this by creating a throttle map. Backup data will then only be transferred at the specified speed limits during each interval.



The Connection Throttle page consists of the following areas:

- Speed Limits
- Throttle Map

Speed Limits area

In this area, you can specify one or more speed limits (in kilobytes per second) that can be applied when sending backup data to the server.

To specify a speed limit:

Choose a colour to represent the limit and specify the limit in that colour's **Limit** box.
You can now schedule the speed limits in the Throttle Map area as described below.

Note: A limit of 0 indicates that no limit will be applied.

Throttle Map area

In this area, you can indicate when the speed limits specified in the Speed Limits area should apply by creating a throttle map.

*Tip: By default, a throttle map is provided with different colours indicating week day office hours, out-of-office hours and weekends (using intervals of 60 minutes). You can either set speed limits for the colours used in this default map or you can click the **Clear** button and create a new map by following the instructions below.*

To create a throttle map:

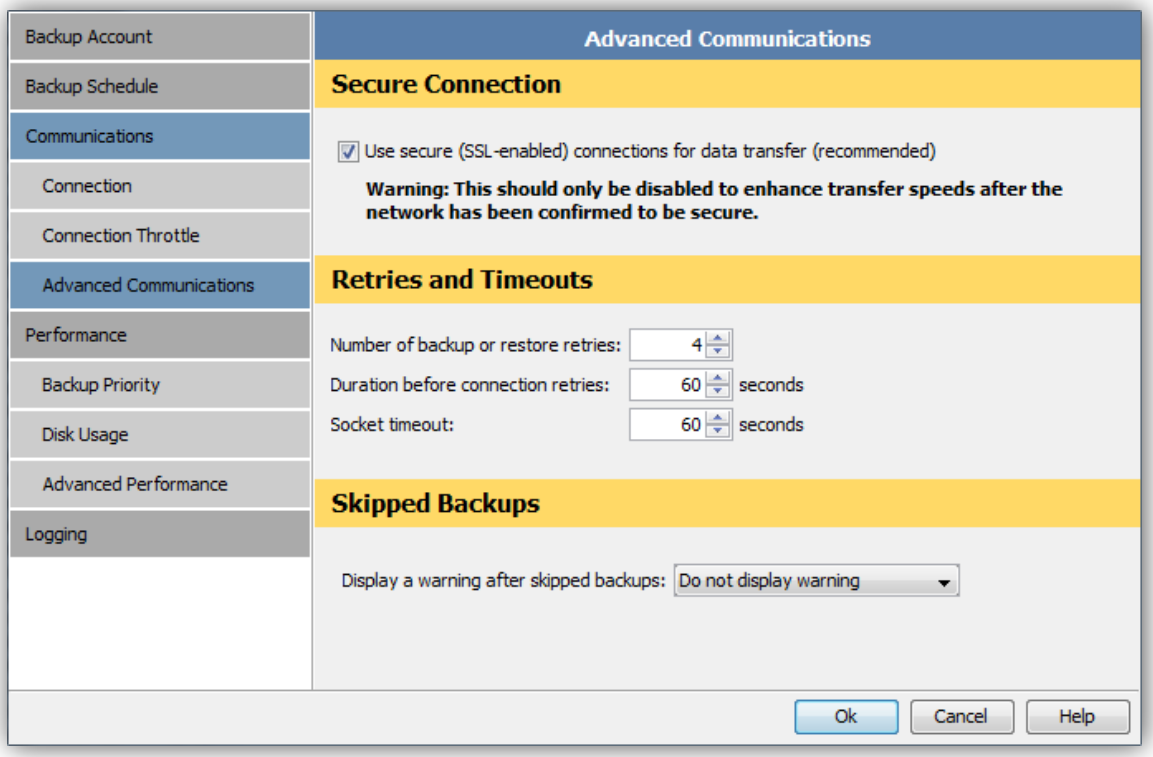
1. In the **Interval** box, specify the number of minutes that each block in the graph should represent.
2. In the Speed Limits area, click a speed limit colour. Alternatively, click the **Selected speed limit** box to cycle between the different limits.
3. In the Throttle Map area, click the schedule interval boxes you wish to apply the limit to. The colour of the selected interval boxes will change to match that of the chosen limit.

   *Tip: Should you wish to revert to the default throttle map at any point in time, click the **Default** button.*

4. Click **OK**.

Advanced Communications

You can use the Advanced Communications page in the **Options and Settings** dialog box to configure all advanced communication settings.



The Advanced Communications page consists of the following areas:

- Secure Connection
- Retries and Timeouts
- Skipped Backups

Secure Connection

Use secure (SSL-enabled) connection for data transfer (recommended)

This option is selected by default, enabling SSL encryption for Backup Client-to-StorageServer data transfers. Deselecting this option disables SSL encryption for data transfer. This enhances transfer speeds but should only be done within a secure network environment.

Notes:

- *Disabling this feature will only have an effect on security for the actual data transfer and not the encryption of the data on the Storage Platform.*
- *Secure data transfer connections can only be disabled if the StorageServer has been configured to accept non-secure connections. If the StorageServer cannot accept non-secure connections, an SSL-enabled connection will automatically be used instead.*

Warning: *Before disabling SSL encryption, first ensure that the backup environment is secure.*

Retries and Timeouts

Number of backup or restore retries

By default, the Backup Client tries to connect to the Storage Platform four times before cancelling the backup process.

Note: *You are advised to increase the number of attempts when using a slow Internet connection. The backup will continue from the previous point of failure and not resend the entire backup.*

Duration before connection retries

By default, the Backup Client will try to reconnect to the Storage Platform after 60 seconds, should the connection be dropped. This setting enables you to increase/decrease the duration between retries.

Socket timeout

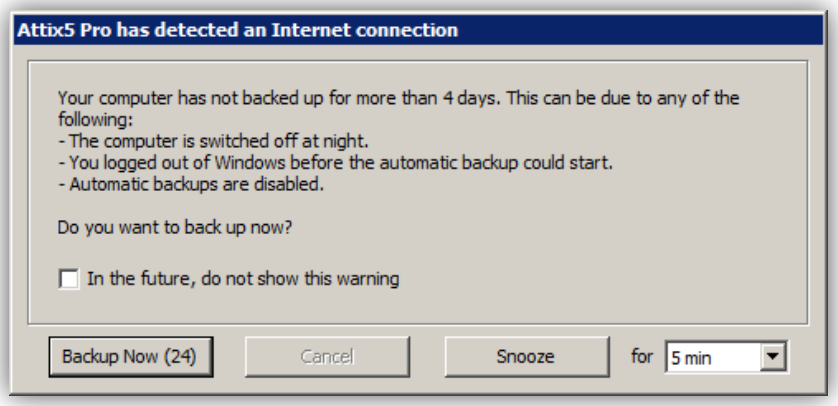
The default socket timeout is 60 seconds. If the Backup Client is connected to the Storage Platform and there is no communication between the two, the time specified in this box (in seconds) is how long the Backup Client will stay connected before dropping the connection.

Skipped Backups

Display a warning after skipped backups

The Backup Client can warn if backups were skipped by displaying a popup message whenever a network connection is detected. Select what action the Backup Client should take if a backup is skipped:

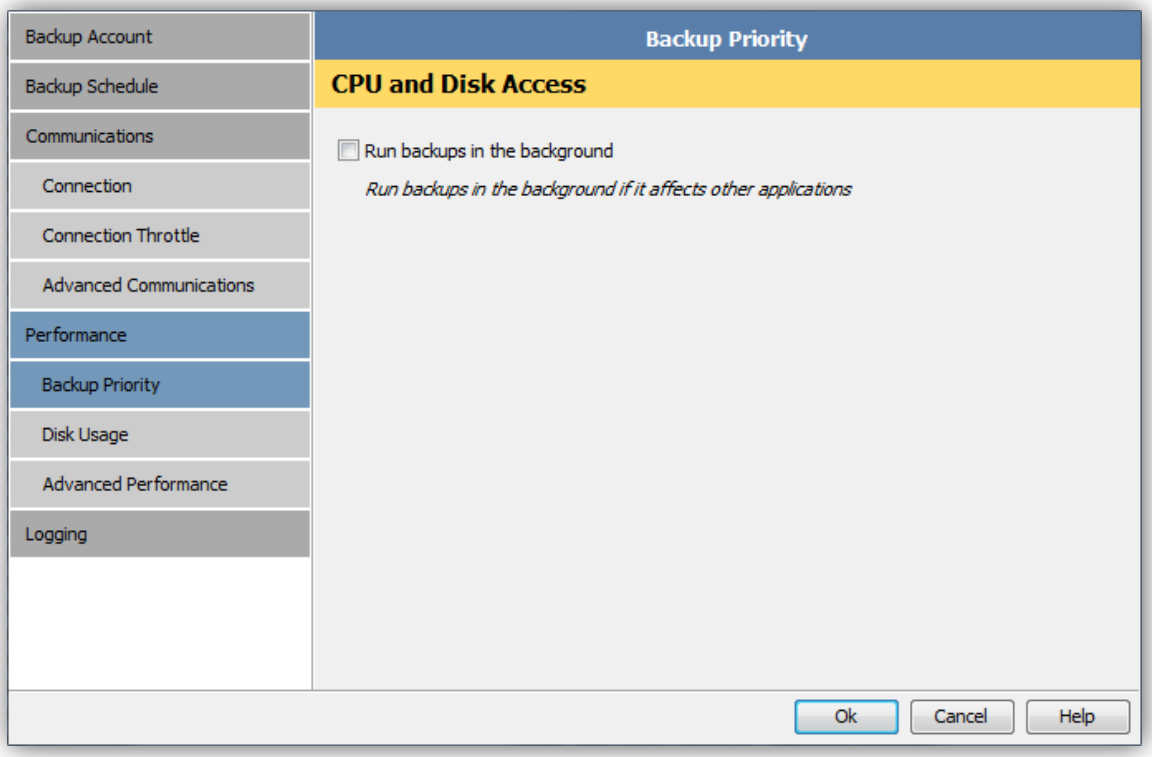
- **Do not display a warning** – You can choose not to display a warning.
- **Warn the user after 4 days when online** – This option is designed to accommodate offline periods that typically occur during weekends.
- **Warn immediately when online** – You can choose to warn as soon as a network connection is detected.


Attix5 Pro has detected an Internet connection
Your computer has not backed up for more than 4 days. This can be due to any of the following:
- The computer is switched off at night.
- You logged out of Windows before the automatic backup could start.
- Automatic backups are disabled.
Do you want to back up now?
In the future, do not show this warning
Backup Now (24)
Cancel
Snooze
for
5 min

The warning will appear as a popup, informing you that you have not backed up and providing the option to back up now. Click the **Backup Now** button to back up immediately. Alternatively, depending on the settings specified by your backup administrator, you may be able to snooze or cancel the warning.

Backup Priority

You can use the Backup Priority page in the **Options and Settings** dialog box to limit CPU usage and disk access.



The Backup Client uses a fair portion of the available processing power to patch, compress and encrypt files during the backup process. The constant disk access that the backup process requires can also reduce performance for other applications, although it ensures that the process completes as quickly as possible.

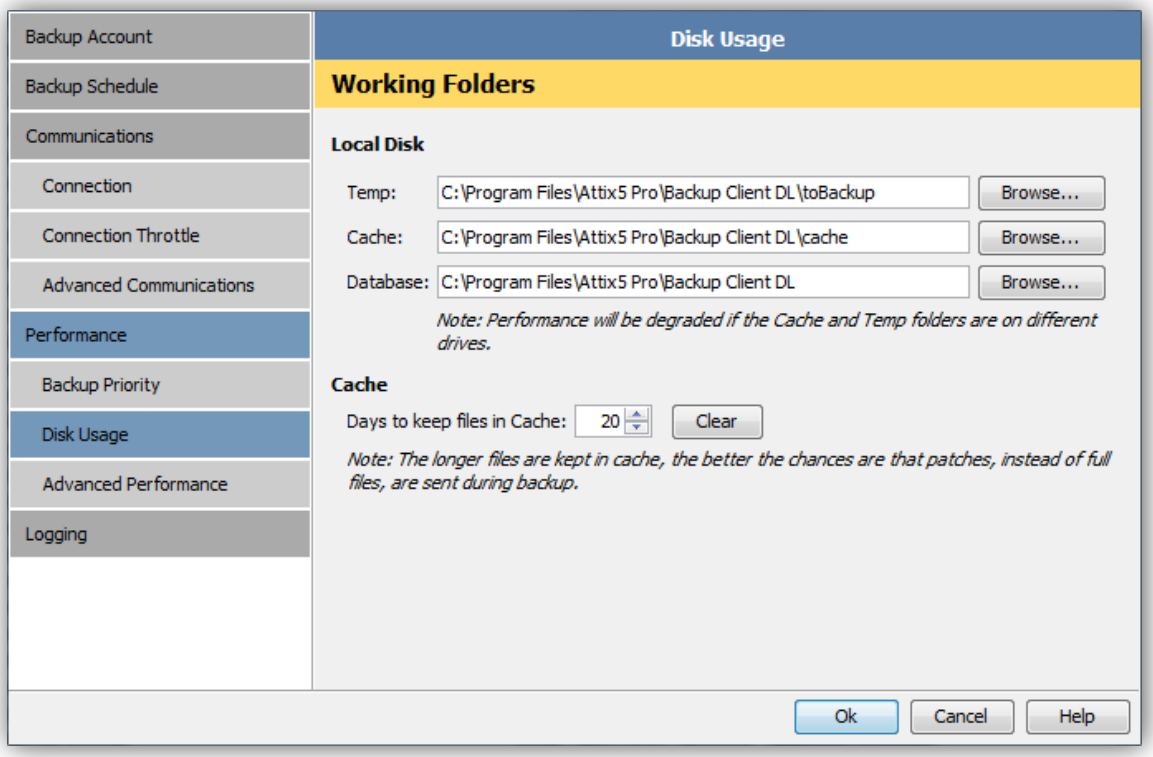
If you use the computer while it is backing up, you might experience some performance deterioration. To lessen this effect, you can choose to run backups in the background on Windows Vista and later machines or lower the processor usage and/or disk access on Windows XP machines.

Warning: *If you use the highest* ***Processor usage*** *setting on Windows XP, it will affect server performance during the backup.*

Note: *If you use the highest* ***Disk access*** *setting on Windows XP, the Backup Client will continuously use all available disk access to read and write to the disk, ensuring that the process completes as quickly as possible. The process will take longer if this setting is lowered but other disk-intensive applications will perform better.*

Disk Usage

You can use the Disk Usage page in the **Options and Settings** dialog box to specify the working folders and control the cache.



Working Folders

If you have limited space on the drive where the Backup Client is installed, you can move the **Temp**, **Cache** and **Database** folders to another location.

- **Temp** – Used as temporary workspace when the files are patched, compressed and encrypted.
- **Cache** – Keeps a local, compressed and encrypted, copy of the selected files for a specified number of days.
- **Database** – Compares the latest backup selection with the previous backup to determine the changes.

Notes:

- *Performance will be degraded if the Temp and Cache folders are on different drives.*
- *If you move these folders to a network share, please ensure that the Backup Client has the correct permissions to reconnect and write to that share. Storing the folders on a UNC path degrades backup performance.*

Days to keep files in cache

When modifications are made to a file, the Backup Client only transmits changes to that file, as opposed to transmitting the complete file again. This is accomplished by the use of a local cache.

By default, recently modified files are kept in the cache for 20 days, after which they will be deleted. Once a file has been flushed from the cache, a full copy will be backed up when any modifications are made to the file. The longer files are kept in the cache, the better the chance of only transmitting patches instead of full copies and thus reducing the amount of data that needs to be transmitted. If there is limited disk space available, consider shortening the time files are kept in the cache.

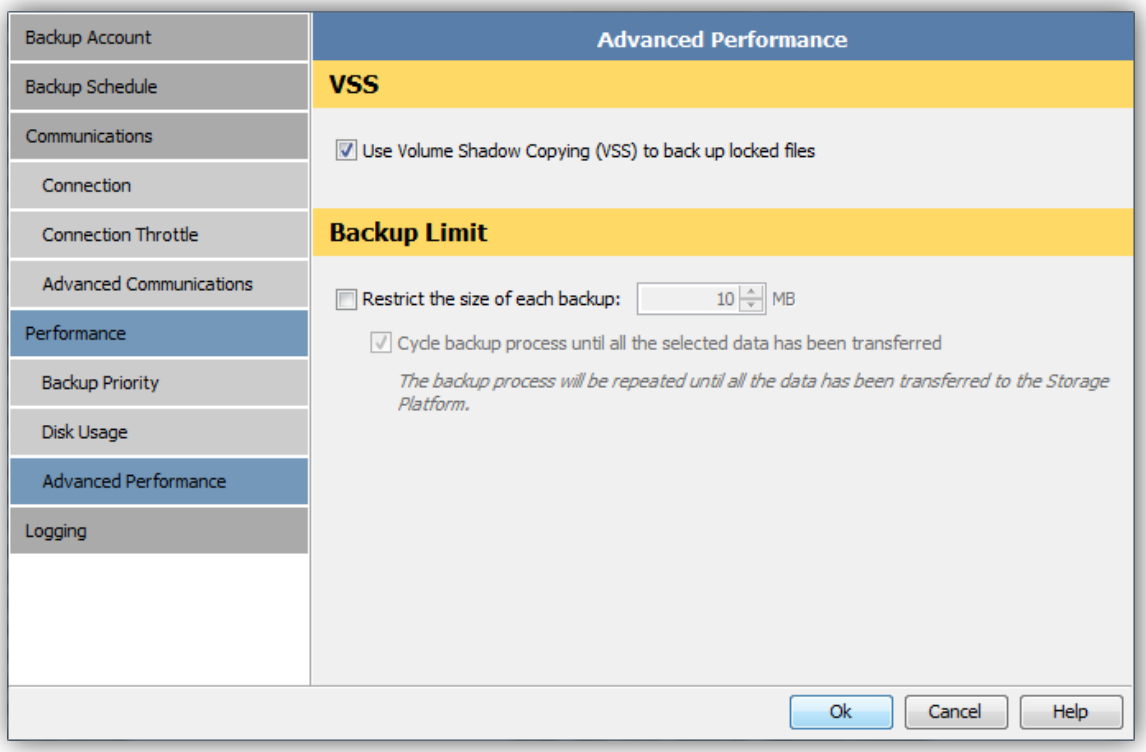
Note: If you specify 0 days, patching is disabled. All files in the cache will be deleted, and full copies of changed files will be transmitted to the Storage Platform during each backup.

To delete the current cache, click the **Clear** button. If the cache is deleted, full copies of the selected files will be re-sent to the Storage Platform during the next backup.

Advanced Performance

You can use the Advanced Performance page in the **Options and Settings** dialog box to configure the settings relating to:

- VSS
- Backup limit



The Advanced Performance page in the **Options and Settings** dialog box consists of the following areas:

- VSS
- Backup Limit

VSS

Use Volume Shadow Copying (VSS) to back up locked files

Microsoft Volume Shadow Copy Service (VSS) provides a solution by creating a snapshot of data at any given point in time without any interruption to any applications. Using this option enables the backup of open or locked files.

Notes:

- *For files under heavy use, VSS may increase disk usage during backup. The larger the files, the greater the disk usage.*
- *Please use relevant plug-ins to back up databases.*

Backup Limit area

If you wish to limit the total amount of data that may be transferred during each backup, select the **Restrict the size of each backup** check box, and then specify a maximum size in the box provided.

Note: If you enable this option, it may take several backups before all your files are backed up to the Storage Platform. This feature is especially useful if you have a poor Internet connection and you encounter problems with transmitting large backups.

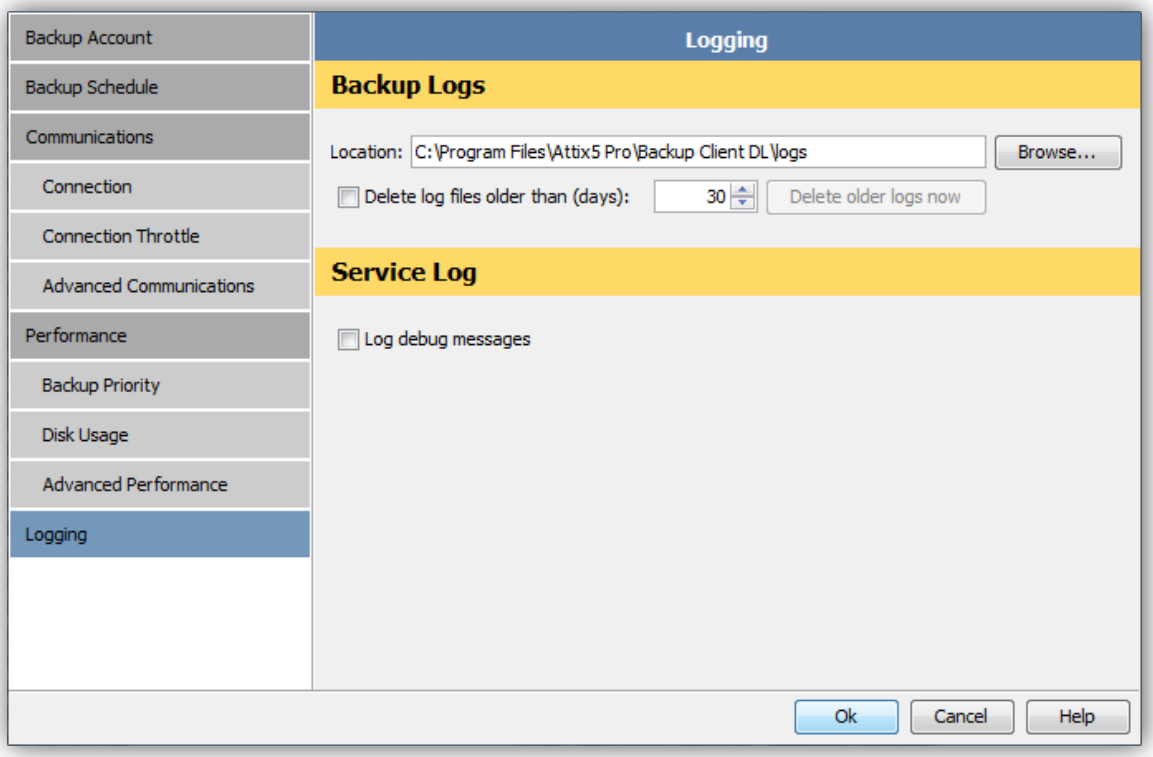
Cycle backup process... – Use this setting in conjunction with the backup size restriction to cycle backups successively until all data included in the backup selection has been transmitted to the Storage Platform. This setting can only be enabled if a backup size restriction has been specified.

Logging

You can use the Logging page in the **Options and Settings** dialog box to specify your logging preferences.

Modifiable logging settings include:

- Location of backup and restore logs
- Log file retention period
- Debug message inclusion/exclusion in service log



The Logging page in the **Options and Settings** dialog box consists of the following areas:

- Backup Logs
- Service Log

Backup Logs area

In this area, you can specify where to store the backup and restore logs.

You can also enable a log file retention period by specifying that the Backup Client delete files older than a particular number of days. To do this, select the **Delete log files older than (days)** check box, and then specify the number of days in the box provided.

*Tip: To delete all logs older than the specified number of days immediately, click the **Delete older logs now** button.*

Service Log area

In this area, you can specify whether or not debug messages should be logged.

Advanced tools

DL includes tools that allow advanced users to modify, enhance and streamline the Backup Client.

Remote Management

Remote Management enables the Backup Administrator to remotely access and configure the Backup Client using the Storage Platform Console.

To enable Remote Management:

1. On the **Tools** menu, click **Remote Management**.
2. In the **Remote Management Settings** dialog box that appears, select the **Enable Remote Management** check box.
3. In the Connection area, ensure that the port number in the **Port** box is correct (9091 is specified by default). If incorrect, modify as required.
4. If the machine has multiple IP addresses available, you can specify whether the Remote Service must bind to all available IP addresses or to only one IP address.
5. In the Access area, select the access credentials to be allowed.

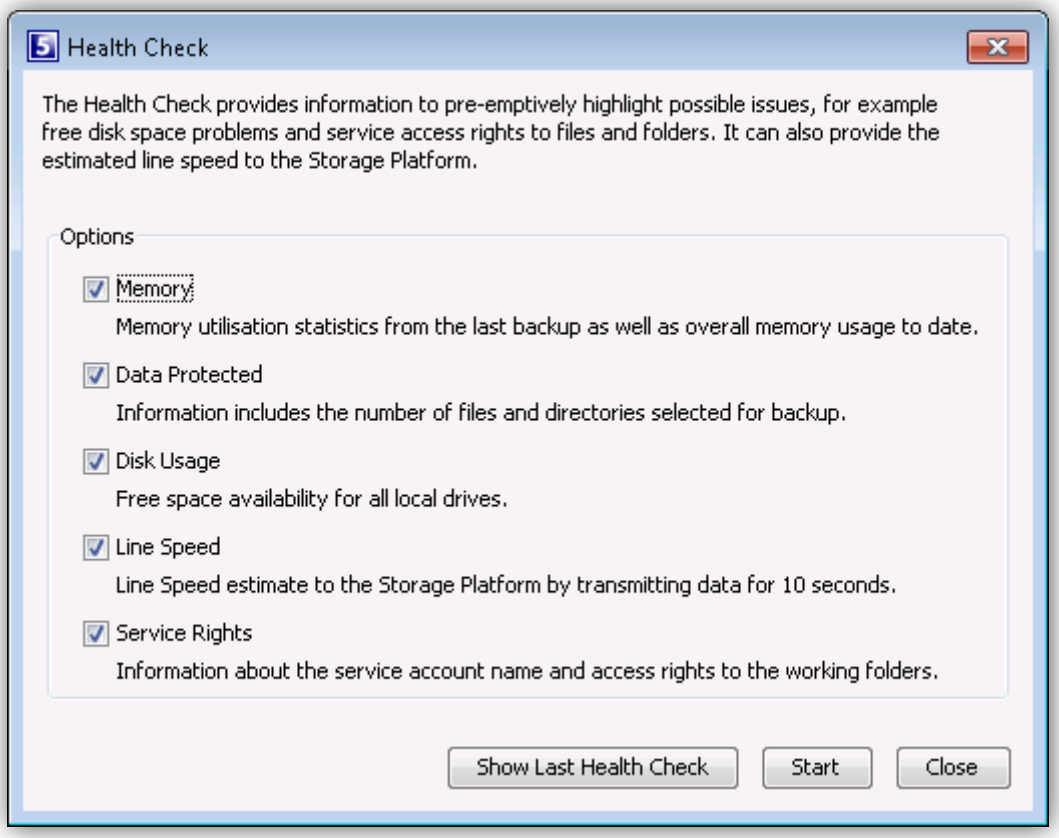
Notes:

- ***Allow SP controlled access*** *enables Backup Administrators with the correct access permissions to use their Storage Platform User Access Management usernames and passwords to connect to and administer this Backup Client. If you clear this check box, Storage Platform administrators will not have remote access.*
- *Select* ***Allow custom access*** *and supply a username and password if you do not wish to make use of the above-mentioned Storage Platform Access Accounts. These custom access credentials must be specified in the Storage Platform Console for its user to gain remote access.*

6. Click **OK** to save the settings. Services will restart automatically to apply the settings.

Health Check

The Backup Client Health Check provides information to highlight possible issues before backup (e.g. free disk space or file/folder access problems). It can also provide the estimated line speed to the Storage Platform.


Health Check
The Health Check provides information to pre-emptively highlight possible issues, for example free disk space problems and service access rights to files and folders. It can also provide the estimated line speed to the Storage Platform.
Options
Memory
Memory utilisation statistics from the last backup as well as overall memory usage to date.
Data Protected
Information includes the number of files and directories selected for backup.
Disk Usage
Free space availability for all local drives.
Line Speed
Line Speed estimate to the Storage Platform by transmitting data for 10 seconds.
Service Rights
Information about the service account name and access rights to the working folders.
Show Last Health Check
Start
Close

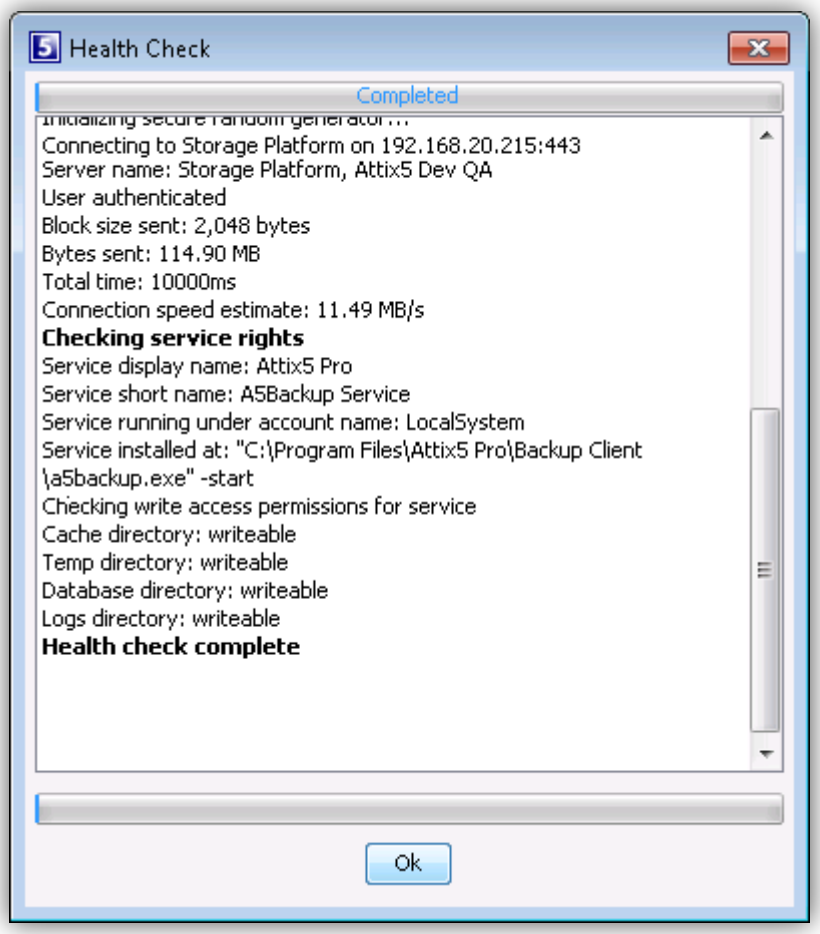
The following options are available:

- **Memory** - Memory utilisation statistics from the last backup as well as overall memory usage to date.
- **Data Protected** - Information includes the number of files and directories included in the backup selection.
- **Disk Usage** - Free space availability for all local drives.
- **Line Speed** - Line Speed estimate to the Storage Platform (determined by transmitting data for 10 seconds).
- **Service Rights** - Information about the service account name and access rights to the working folders.

You can specify which checks to run by selecting or clearing the relevant check boxes in the Options area. Use the **Show Last Health Check** button to see the last report. You can **Print** and/or **Export** the Health Check reports.

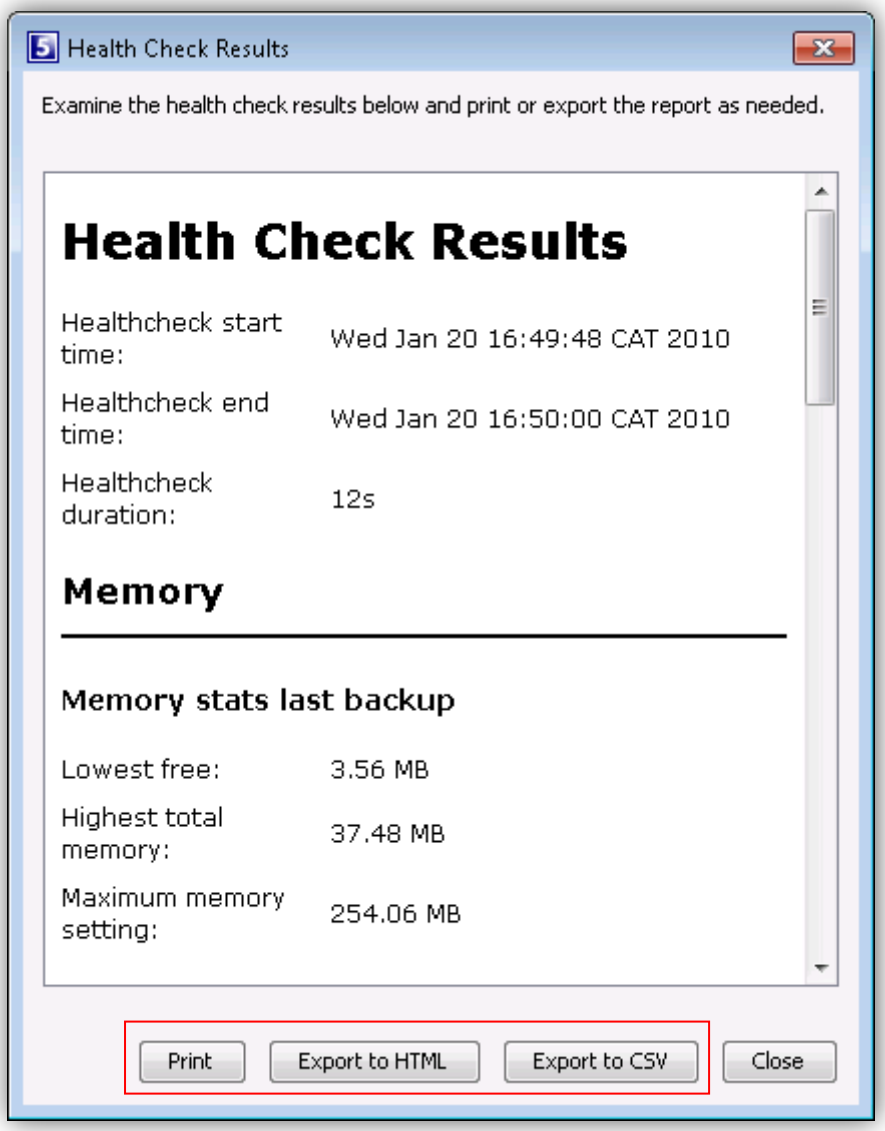
To run a health check:

1. On the **Tools** menu, click **Health Check**.
2. In the **Health Check** dialog box that appears, specify which checks to run by selecting or clearing the check boxes next to the options. Five checks are available (see above).
3. Click the **Start** button to begin the health check process. The **Health Check** dialog box appears, displaying the progress of the health check until completion.


Health Check
Completed
Connecting to Storage Platform on 192.168.20.215:443
Server name: Storage Platform, Attix5 Dev QA
User authenticated
Block size sent: 2,048 bytes
Bytes sent: 114.90 MB
Total time: 10000ms
Connection speed estimate: 11.49 MB/s
Checking service rights
Service display name: Attix5 Pro
Service short name: A5Backup Service
Service running under account name: LocalSystem
Service installed at: "C:\Program Files\Attix5 Pro\Backup Client \a5backup.exe" -start
Checking write access permissions for service
Cache directory: writeable
Temp directory: writeable
Database directory: writeable
Logs directory: writeable
Health check complete
Ok

4. When the message: “Health check complete” displays, click **Ok**.

The Health Check results display in a new dialog box with options to print, export to HTML and export to CSV.



Backup Snapshots

The Backup Snapshot feature enables you to create a backup of all items included in your backup selection and send it to a disk drive. This Snapshot data can then be moved to the Storage Platform.

You can use this feature to reduce the initial backup window if there is a large amount of data to be transferred, typically over a slow Internet/network connection. A similar procedure enables you to restore a large amount of data (e.g. during a disaster recovery).

Note: A snapshot backup uses Blowfish 448 encryption and the backup encryption key to encrypt the data.

Warnings:

- *This procedure should only be performed with the assistance of the Backup Administrator.*
- *Ensure that you have an active Backup Account.*
- *Before beginning the Backup Snapshot process, it is best to perform a test backup, transferring only a small amount of data, to ensure that the StorageServer connection is successful.*

To export a Backup Snapshot:

1. On the **Tools** menu, point to **Snapshot**, and then click **Export Backup Snapshot**.
2. Select **The next backup must be a Snapshot backup**.
3. Specify a destination in the box provided (**C:\Backups\Export\Snapshot-Backup** is specified by default on Windows 7 machines.)
4. Click **Ok**.
5. Initiate a backup.

The Snapshot data is now stored in the location specified in step 3 above and can be moved to the Storage Platform. The Backup Administrator can then import the snapshot data to the StorageServer using the Storage Platform Console. (For more information, please refer to the Storage Platform Console User Manual.)

Note: The Backup Account will be disabled at this point to ensure that the Snapshot data is the most recent. Once the data has been successfully imported to the Storage Platform, the Account will be enabled automatically and backups can proceed as usual.

Restore Snapshots (Disaster recovery)

The Restore Snapshot feature enables you to restore large amounts of data from a locally connected device to a machine via the Backup Client.

Notes:

- *Before you can perform the steps outlined below, the snapshot data needs to be exported from the StorageServer to a mobile storage device by a Backup Administrator. For more information, please refer to the Storage Platform Console User Manual.*
- *A snapshot restore uses Blowfish 448 encryption and the backup encryption key to encrypt the data.*

To restore data from a Snapshot:

1. Connect the mobile storage device containing the snapshot data to the Client machine or to a Local Area Network so that it has access to the Client machine.
2. On the **Tools** menu, point to **Snapshot**, and then click **Import Restore Snapshot**.
3. Select whether you wish to restore the data from a disk drive or recovery server.
   a. If restoring from disk, select the **Show Restore Snapshot(s) in Restore panel** check box and then specify the path to the data in the **Snapshot location** box.

   Warning: *The default snapshot location specified is: C:\Backups\Import\Snapshot-Restore. If you wish to use this location, you need to create the folder structure on the machine and then paste the snapshot data onto the* ***Snapshot-Restore*** *folder. This folder is not created automatically. Alternatively, you can use the* ***Browse*** *button to browse to the location in which you have saved the snapshot data.*

   Note: *You need to specify the snapshot data's parent folder, NOT the snapshot folder itself. (E.g. If your snapshot data folder is called* ***20100506124347*** *and you've pasted it to your Desktop, you need to specify* ***C:\Users\Administrator\Desktop*** *in the* ***Snapshot location*** *box, NOT* ***C:\Users\Administrator\Desktop\20100506124347****.)*

   b. If restoring from a recovery server, select the **Do restores from recovery server** check box and then specify the server address and port number in the boxes provided. If using a proxy server, select the **Use proxy settings for recovery** check box.

   Note: *This option can only be used if the Backup Administrator has prepared a recovery server.*
4. Click **Ok**.

The Snapshot data will display as an entry in the Restore tree, enabling you to browse a directory of its contents and restore files and folders. For more information, see Chapter 7, "Restores".

Command-line backups and restores

You can use the command-line interface (CLI) to run the Setup Wizard remotely, enable Remote Management and send a wide range of backup and restore commands to any Backup Client connected to a LAN. For more information, please contact your Backup Administrator.

Profiling

Profiling enables your Backup Administrator to propagate certain client-side settings from the Storage Platform to your Backup Client.

It can be used to enforce the following settings:

- Backup schedules
- Inclusions and exclusions
- Filters
- Most options and settings accessible via the **Tools** menu

Note: Profiled settings take priority over settings specified in the Backup Client. When the Backup Client connects to the Storage Platform, it receives a list of all profiled settings. These changes are implemented in the Backup Client. You can, however, connect to the Storage Platform and update profiled settings manually.

To update profiled settings manually:

1. On the **Tools** menu, click **Options**.
2. On the **Backup Account** page of the **Options and Settings** dialog box, click the **Retrieve settings** button.

The Backup Client will retrieve any profiled settings from the Storage Platform and update its options and settings accordingly.

Note: Profiled settings are greyed out, and cannot be modified from within the Backup Client.

Inclusions/exclusions applied by profiling are displayed with yellow icons in the Backup Client:

File icons:

- Included file
- File included by filter
- Excluded file

Folder icons:

Included folder

Folder included by filter

Excluded folder

10. Reference

Keyboard shortcuts and hotkeys

Keys	Action
F5	Refresh active window
SPACEBAR x1	Include selected file/folder
SPACEBAR x2	Exclude selected file/folder
SPACEBAR x3	Clear inclusion/exclusion
SHIFT+↑/↓	Select multiple files
ALT+Underlined letter on menu bar	Open the corresponding menu
↑	Select previous item, or scroll up if you are in the Logs tab
↓	Select previous item, or scroll down if you are in the Logs tab
Page Up	Scroll up one page
Page Down	Scroll down one page
Home	Scroll to the beginning of the page if you are in the Logs tab
End	Scroll to the end of the page if you are in the Logs tab